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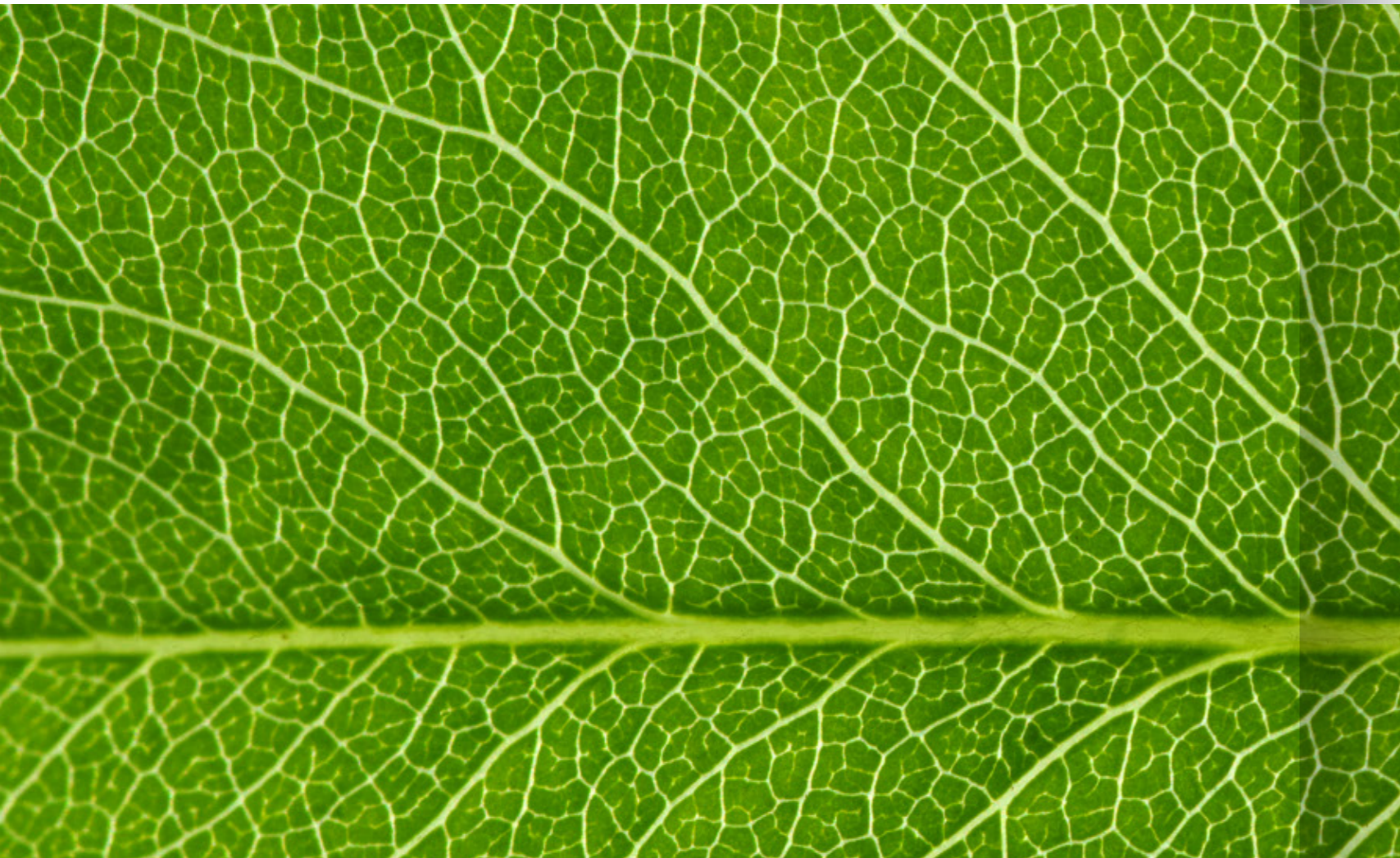
Sustainability

REPORT



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Statement from leadership

We are pleased to present our third sustainability report for Pidilite Industries Limited which summarises our sustainability journey and the performance on economic, environmental, social and governance parameters. In this report, we would like to communicate with stakeholders our sustainable development efforts and our focus going forward in a transparent manner. Our corporate strategy incorporates material ESG issues and our sustainability approach is focused on accountability, trust, and value creation, enhancing operational eco-efficiency and caring for our people.

The global COVID-19 pandemic has impacted almost every aspect of our lives. At Pidilite, we actively enabled initiatives to ensure that business, people, and community emerge stronger in the new reality. Our FY 2020-21 performance spotlighted the strength and resilience of Pidilite's business model that continues to nurture innovative solutions, enhancing efficiency and productivity across value chain. Pidilite's long-term sustainability goals strive to create value for our stakeholders, while reducing the ecological footprint of our operations.

We have also made significant progress on the sustainability commitments by launching initiatives to meet long term targets of reducing plastic waste, water and energy consumption, increasing contribution of renewable energy, managing waste effectively, and increasing occupational safety. We enhanced climate change reporting and our sustainability strategy to include GHG emission targets. On the social front, we continue to make good progress in our work with rural communities. Our social development programmes have benefited numerous people and we have spent over ₹ 25 crores towards various initiatives undertaken during the year along with joining the national fight against the pandemic. During FY 2021-22, we will endeavor to make further progress by adhering to our well-defined roadmap that leads to sustainable, responsible, and profitable value creation for all our stakeholders.

The company's third annual sustainability report is a score-card of our success in addressing global sustainable development objectives. We wish to thank all who have been with us during our sustainability journey and look forward to your continued partnership, feedback, and support.

M. B. Parekh

Executive Chairman

Pidilite Industries Limited

Bharat Puri

Managing Director

Pidilite Industries Limited



We are Pidilite

Pidilite is a consumer-centric company committed to quality and innovation. For decades, we have been pioneering products for small to large applications, at home and industry, which have forged strong bonds with people from all walks of life.

We are one of India's largest and oldest adhesive and specialty chemical manufacturing companies, with a history of creating strong brands while providing solutions to a large number of customer segments. Backed by a commitment to quality and innovation, we have a diverse product portfolio of adhesives and sealants, construction chemicals, art and craft products, and polymer emulsions.

We have an ever-growing sales and distribution network that makes our diverse products and resources available across multiple geographies. While our headquarters are in Mumbai, our operations include nine regional offices, 28 plants and 31 job worker units located across states and union territories in India. Further, our products are marketed in over 80 countries around the world including, but not limited to, the UAE, USA, Singapore, China and the UK among others. As of March 31st, 2021, our operations are being driven by 6,367 permanent employees and 1,649 contractual workers.



Worldwide presence

International cutting-edge manufacturing facilities in Thailand, Singapore, UAE, Brazil, Egypt, Bangladesh, Kenya, USA and Sri Lanka

Export earnings approximately 10% and growing

Sales and service in over 80 countries across the globe

Our India operations

9 regional offices

6000+ stock-keeping units

₹ 6,216.33 crores gross sales

5 R&D centres

2 regional distribution centres

600+ products

5,000+ distributors

44 warehouses

Vision and values

CORPORATE VISION

Together, we will create a high-performance, innovative, Indian multinational, where it is a pleasure to work.



High ethical standards

Zero tolerance for unethical dealings mandates that all legal and company laws, rules and regulations, policies and procedures are scrupulously adhered to.



Fairness and transparency

All information, communication and expectations are openly and honestly shared at all levels. This creates mutual trust and respect.



Empathy and respect

Be sensitive to, listen to and learn from people across all levels. Respect time and opinions. Reprimand actions, not people.



Act like owners

Use the company's resources wisely. Contribute to its growth as if it is your own. Focus on long-term goals rather than short-term ones.

approach to reporting

We are committed to reporting information in a transparent, timely, accurate and complete manner to foster an environment of trust and comfort among our stakeholders.

This sustainability report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. It communicates our commitment, initiatives and performance with respect to different environmental, social and governance aspects during FY 2020-21.

Our disclosures are also aligned with the following national and international charters and guidelines:

- National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE) in India, issued by the Ministry of Corporate Affairs, Government of India. This framework on business responsibility reporting is a set of nine principles that offer businesses an understanding and approach to inculcating responsible business conduct.
- United Nations Sustainable Development Goals (UN SDGs)* that define a blueprint to achieve a better and more sustainable future for all.

Reporting scope and boundary

This report presents our sustainability disclosures for the period 1st April 2020 to 31st March 2021. We publish sustainability reports annually, with the most recent one outlining our performance in FY 2019-20. The scope and boundary of this report encompasses four of our Indian subsidiaries and Joint Ventures (JVs), in addition to the corporate office in Mumbai. This constitutes 28 Pidilite-owned manufacturing plants, 31 Job Worker sites, and four JVs spread across 10 states. We have excluded warehouses and international subsidiaries from the current scope.

This report focuses on the sustainability performance of the following business verticals:

01	02	03	04	05
Adhesives & Sealants	Construction & Paint Chemicals	Art and Craft Materials	Pigments & Preparations	Industrial Resins & Adhesives

Data management

We monitor our environmental footprint monthly across all manufacturing locations, research facilities and corporate offices. Data from across units is sourced through an online Environment, Health and Safety (EHS) platform. The respective units monitor the remaining parameters through specific internal platforms. All financial disclosures are covered in our annual report for FY 2020-21, which is available on our website.

We are sincerely committed to listening to our stakeholders' views and opinions to enhance our sustainability reporting and performance. Suggestions and Feedback: sustainability_pidilite@pidilite.com | www.pidilite.com

Pidilite Industries Ltd (Corporate & Head Office), P O Box No 17411
Ramkrishna Mandir Road, Andheri East, Mumbai - 400059

**With the purpose of strengthening the alignment with the SDGs, we have reported progress against a few SDGs that are most significantly connected to core initiatives.*



stakeholder engagement



We focus our efforts on creating value for each stakeholder group by aligning and integrating their expectations and aspirations with our decision-making process. Engaging with our stakeholder ecosystem is an instrumental step in helping us nurture an inclusive and inspired business style.

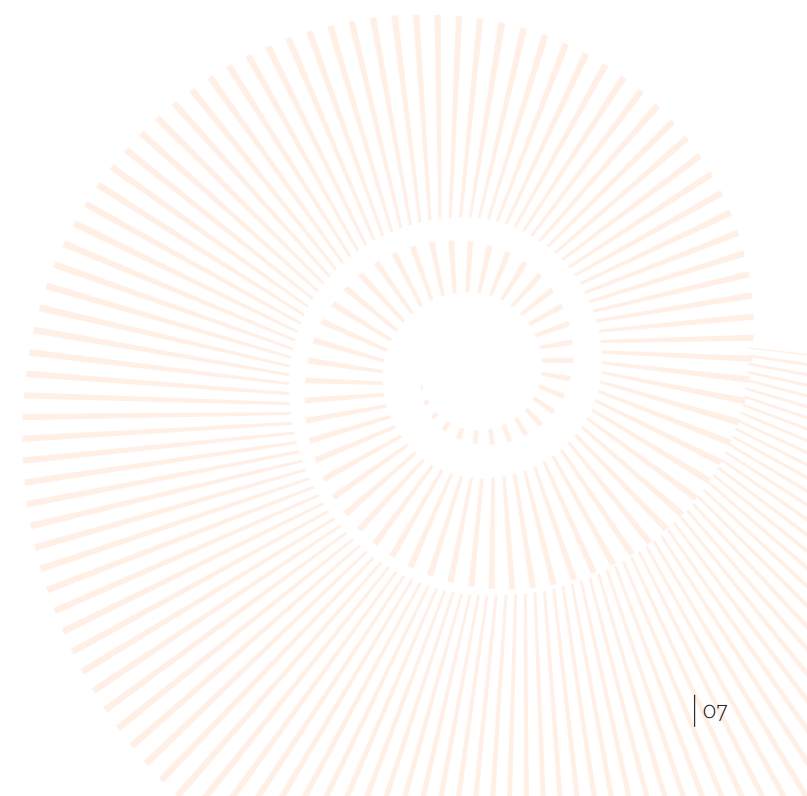
Our relationship with our stakeholders is of the utmost importance to us. We have adopted an open, ongoing and systematic communication style to develop long-lasting and dependable relationships with our stakeholders. We have devised appropriate feedback mechanisms for various stakeholder groups, periodically engaging with them on material issues such as water, energy, emissions and human rights, to name a few. The feedback received is analysed to identify concerns, which are then raised to the relevant Board members for approval, and assigned to the relevant departments to address. For example, we regularly engage with local communities and NGOs through our CSR programmes and also address their concerns as per the requirements.

COVID-19 highlighted the importance of working closely with our stakeholders to remain resilient. Ongoing engagement helped us understand the legitimate needs and expectations of our key stakeholders and assisted us in making sound business decisions that catered to our stakeholders.

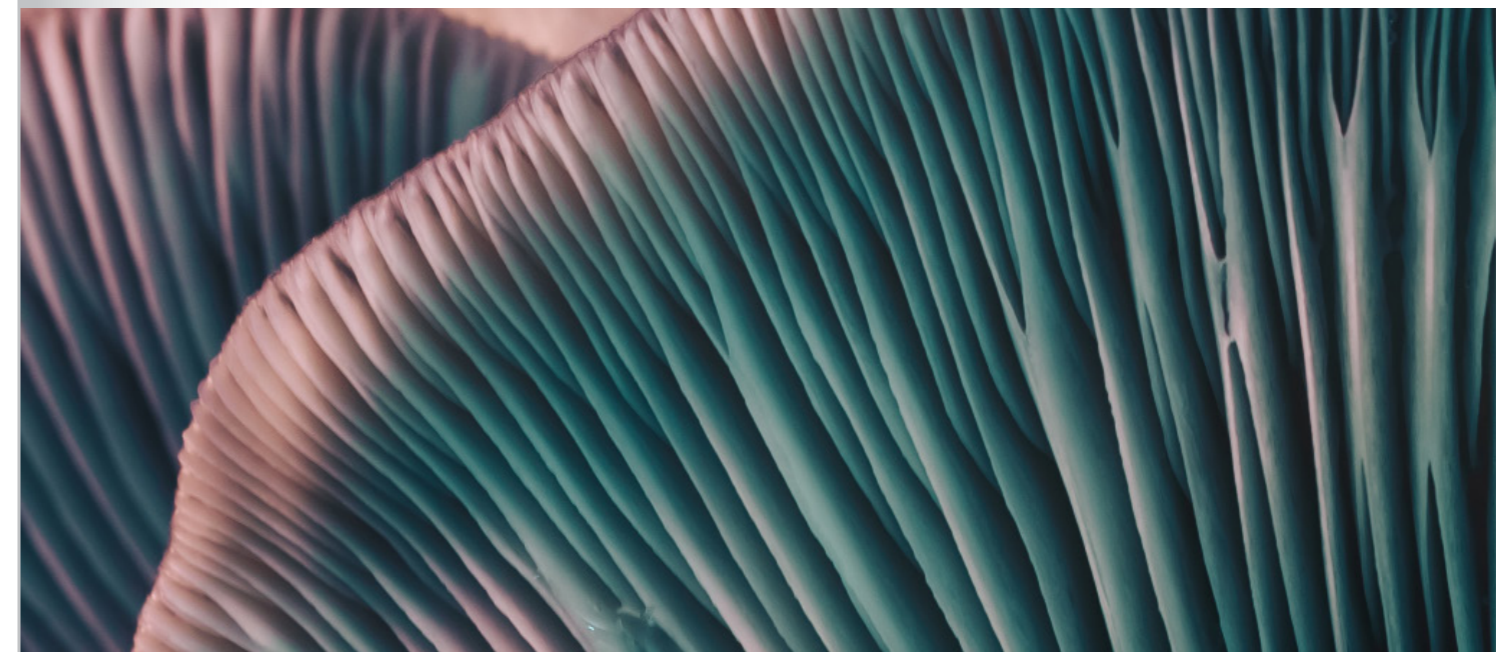
We have ensured that business is carried out in a manner that emphasised share value creation without affecting the health and safety of our personnel, customers or communities. By means of leveraging online interactions and virtual communication, we were able to ensure the well-being of these stakeholders, while conducting essential business and interactions.

Stakeholder engagement process

In order to ensure effective and timely communication with our stakeholders, we have categorised our stakeholders on the basis of their key priorities with respect to our business. This helps us evaluate the frequency and nature of engagement required with the relevant stakeholder. Our eight critical stakeholder groups are listed in the table below:



Stakeholder category	Nature of engagement	Key priorities derived out of the engagement process	Frequency of engagement
Workforce	<ul style="list-style-type: none"> • Trainings • Meetings • Email interaction • Employee satisfaction survey • Employee engagement activities • Open forums • Live chat 	<ul style="list-style-type: none"> • Skill development • Workplace satisfaction • Healthy and safe operations • Employee engagement and involvement • Career progression • Emotional and mental well-being 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Customers	<ul style="list-style-type: none"> • Telephone • Email • Customer meets • Personal visits • Advertisements • Customer satisfaction reports 	<ul style="list-style-type: none"> • Availability of the product • Pricing of the product • Quality of the product • New product development • Logistics • Efficient service • Grievance redressal and transparency • Information on the safe use of products 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Investors and shareholders	<ul style="list-style-type: none"> • Media releases • Annual reports • Investor meets • Analyst meets • Contact through investor service centers • Annual general meeting • Company website 	<ul style="list-style-type: none"> • Financial performance • Business growth • Business strategy • Future investments • Transparency • Good governance practices • Social responsibility • Sustainability 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Dealers	<ul style="list-style-type: none"> • Helpdesk • E-business portal • Personal interaction • E-communication/ telephonic conversations • Dealer visits/meets 	<ul style="list-style-type: none"> • Product availability • Product portfolio • New product development • Market trend 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Suppliers	<ul style="list-style-type: none"> • Personal interaction • Telephonic conversations • Email communication 	<ul style="list-style-type: none"> • Long-term association • Innovation opportunities 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Local communities	<ul style="list-style-type: none"> • Visits • Meetings • Medical camps • Need assessment 	<ul style="list-style-type: none"> • Health • Education • Indirect economic impact • Sanitation 	<ul style="list-style-type: none"> • Quarterly • Annually • Need-based
Non-governmental Organisations (NGOs)	<ul style="list-style-type: none"> • CSR initiatives • Telephonic discussions 	<ul style="list-style-type: none"> • Support on implementation of programmes in PIL's focus areas • Support for community-based organisations 	<ul style="list-style-type: none"> • Annual • Need-based
Regulatory authorities	<ul style="list-style-type: none"> • Industry bodies and forums 	<ul style="list-style-type: none"> • Regulatory compliance • Community initiatives 	<ul style="list-style-type: none"> • Annually • Need-based



A foundational step in our business and development of our corporate strategy is shedding light on the economic, environmental, and social issues material to our company and its stakeholders. Prioritising these issues with our stakeholders helps us utilise resources optimally and unlock long-term value.

Having undertaken a detailed materiality assessment in consultation with our stakeholders in FY 2018-19 enabled us to capture a forward-looking perspective towards sustainable business scenarios and set the context for relevant disclosure. This year, we have conducted a materiality review to determine the continued relevance of the material ESG factors to our business and key stakeholders in accordance with the GRI materiality principle. We followed a three-pronged approach, involving the selection, assessment and prioritisation of material topics. Additionally, we have taken a cognizance to acknowledge and review the disclosure requirements requested by various external ESG rating agencies and included them in the report.

Materiality assessment process

Selection	Assessment	Prioritisation
We defined material topics based on their impact on our business. We also performed a review of peer disclosure and risks and opportunities.	For each of the identified issues, after a discussion with the core team, we evaluated various external factors and assessed the impact they have on our business.	We discussed and evaluated the importance of the topics with our stakeholders and prioritised the material issues that were validated by the central Sustainability team

Materiality assessment process

Material topic	GRI material topic	GRI disclosures	Stakeholders	Boundary	Read more
Corporate governance and risk management	GRI 102: General Disclosures (Strategy, Governance)	102-18 102-15	• Investors • Shareholders	• Internal • External	Page 18
Ethical business and transparency	GRI 102: General Disclosures (Ethics and integrity)	102-16 102-17	• Employees • Investors • Shareholders • Customers	• Internal • External	Page 21
	GRI 205: Anti-corruption	205-1 205-2			Page 21
Management of hazardous chemicals	GRI 301: Materials	301-1	• Employees • Local communities • Suppliers • Regulatory authorities	• Internal • External	Page 48
Environment	GRI 303: Water	303-3 303-4 303-5	• Employees • Local communities • Regulatory authorities • NGOs	• Internal • External	Page 40

	GRI 305: Emissions	305-1 305-2 305-3 305-4 305-5 305-7	• Employees and contractors • Investors • NGOs • Regulatory authorities • Local communities	• Internal • External	Page 45
	GRI 306: Waste	306-5	• Employees and contractors • Suppliers • NGOs • Regulatory authorities • Local communities	• Internal • External	Page 46
	GRI 307: Environmental compliance	307-1	• Regulatory authorities • NGOs • Local communities • Investors	• Internal • External	Page 48
Process and product innovation	GRI 416: Customer health and safety	416-2	• Customers • Employees	• Internal • External	Page 23
Occupational health and safety	GRI 403: Occupational health and safety	403-8 403-9 403-10	• Employees • Communities • Regulatory authorities	• Internal • External	Page 51
Economic performance	GRI 201: Economic performance	201-1	• Investors • Shareholders • Employees	• Internal • External	Page 30
Process safety	Non-GRI		• Employees and contractors • Regulatory authorities	• Internal • External	Page 52
Employee development and diversity	GRI 401: Employment	401-1 401-2 401-3	• Employees • Investors • Regulatory authorities	• Internal	Page 52
	GRI 404: Training and education	404-1		• Internal	Page 56
	GRI 405: Diversity and equal opportunity	405-1 405-2		• Internal	Page 52
Community development	GRI 413: Local communities	413-1 413-2	• NGOs • Local communities	• Internal • External	Page 63



business continuity during covid-19

Responding strongly to the crisis by reinforcing our priorities to make positive difference for stakeholders and larger community.

The pandemic has affected businesses, economies and communities alike. In light of the socioeconomic impact of COVID-19, it became imperative to adopt a holistic approach to respond to the crisis. We monitor the external environment and proactively take measures to mitigate associated risks. Despite the uncertainty, we have stayed grounded to our values, and vision, and have taken this opportunity to reinforce what sustainable development means to us through our actions.

A COVID task force was set up comprising of HR employees and operational managers, who have been monitoring the external situation and designing appropriate responses to take care of the safety and protection of our employees. Since then, our response has laid the foundation for how we will operate through uncertainties, while continuing to make a positive impact for our people, business and communities.

Business resilience in action

- Suitable amendments were made to the **Work from Home Policy** to allow remote working for a longer period
- Various digital communication initiatives were implemented to make people aware of **COVID-19 appropriate behavior and social distancing**

Supporting people during the crisis

- Provided 24/7 medical helpline, quarantine care, and hospitalisation assistance through the **COVID task force**
- Conducted various employee assistance programmes, including mental well-being initiatives
- Implemented necessary safety precautions by regular testing of employees and **sanitisation** of the premises
- **“Safety at workplace”** during COVID-19
- Organised the series of sessions ‘Beat COVID-19’ for families and caregivers to raise awareness about the disease
- Conducted ‘Health Hour’ sessions, where experts were invited to educate employees about fitness, nutrition, mental well-being, ergonomics and other relevant topics
- Provided open self-help resource like a ‘No-Panic’ handbook and training on etiquettes for productive meetings to help employees work comfortably from home
- Conducted vaccination drives for employees and their dependents at the manufacturing sites and corporate office

Doing our part to keep the community safe

- Contributed **₹ 25 crores to the central and state relief funds**
- **1 lakh masks** produced produced in the Industrial Training Institute (ITI) and Kaushalya Vardhan Kendras (KVKs) were distributed to COVID warriors and other people in need
- More than **10,000 patients** were screened for COVID-19 symptoms and **986** critical patients were treated, in addition to **free vaccination** for approximately **4,000 beneficiaries** at Hanumant Hospital
- **Eight specialty medical camps** were conducted (in-house as well as in surrounding villages) under the Doctor Connect programme

pidilite's sustainability goals

Through our long-term sustainability goals, we strive to create value for our stakeholders, while reducing the ecological footprint of our operations. We have identified key enablers for achieving this ambition and illustrating our commitment to being a sustainable and responsible industry member.

We aspire to be a sustainable and responsible industry leader, integrating innovative growth, operational eco-efficiency and value creation for society. The three key pillars of this goal are:

Sustainable innovation

- Promoting use of raw materials, and manufacturing products with reduced environmental footprint
- Reduction in plastic consumption and promoting the use of recycled plastics in packaging

Operational eco-efficiency

- Minimising water intensity
- Minimising energy intensity
- Minimising GHG emissions intensity
- Maximising renewable energy potential
- Minimising waste intensity

Responsible care

- Zero-harm operations
- Enhancing positive community impact

Table: Pidilite's long-term sustainability targets

Parameter	Target 2030	FY 2020-21 Status vs. FY 2018-19 Baseline
Sustainable innovation		
Plastic waste	Conversion of MLP as part of overall packaging to non-MLP packaging by 30% and 100% recycle of MLP post-consumer use considering FY 2018-19 as baseline	2.0 % increase in MLP contribution to overall plastic consumption. 100.0 % co-processing of MLP post-consumer use. 27% Reduction in Specific Plastic Consumption
In order to achieve plastic waste targets, we will be focusing on the following		
<ul style="list-style-type: none"> • Reduction in quantity of plastic used for packaging • Promoting use of recyclable plastic into packaging • Recycling of 100% MLP and non-MLP used for packaging post-consumer use • Converting non-recyclable MLP to recyclable for packaging 		
Operational eco-efficiency		
Water consumption	Reduce freshwater consumption intensity by 35% from that in FY 2018-19	10% decrease

In order to achieve our water consumption intensity targets, we will be focusing on:

- Achieving Zero Effluent Discharge (ZED) at 90% of our manufacturing plants
- Achieving zero discharge of domestic effluent outside plant premises
- Water conservation through reduction, reuse and recycling
- Increasing overall rainwater harvested within manufacturing plants as well as through various community initiatives

Energy consumption	• Reduce energy consumption intensity by 20% considering 2018-19 as baseline	32.6% decrease
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To meet our energy consumption targets, we will be focusing on:

- Implementing energy-saving initiatives as well as leveraging technological advancement towards this end
- Reducing energy consumption through heat recovery

GHG emissions	• Reduce GHG emissions intensity (Scope 1+Scope 2) per unit of production by 30% compared to FY 2018-19	21.0% decrease
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To meet our GHG emission targets, we will be focusing on:

- Increasing percentage of renewable sources (fuel and electricity) for energy supply
- Implementing energy-saving initiatives

Additionally, we intend to align our GHG emissions reduction target with the Science-Based Targets initiative (SBTi).

Renewable energy (fuel and electricity)	Increase in overall renewable energy consumption to 50% of overall energy consumption from that in FY 2018-19	61.0% Renewable Energy Consumption of overall energy consumption vs. 45.0% in FY 2018-19
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To increase the proportion of renewable energy in our energy mix, we will be:

- Replacing fossil fuels with low-emitting or renewable fuels
- Increasing overall generation and consumption of renewable energy from solar and wind

Waste disposed	Reduce overall intensity of waste disposal (non-environment friendly manner, i.e. incineration or land fill) by 30% from the baseline year of FY 2018-19	27.0% decrease
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We seek to decrease the overall waste disposed by:

- Reducing generation of waste at source
- Ensuring 50% reduction in secondary packaging material accompanying the packing material
- Promoting recycling of 90% incinerable waste through co-processing

Occupational health and safety	Reduce overall safety ratios, such as fatality rate, severity rate and incident rate, by 30% from FY 2018-19	0% fatality rate for the reporting year 4.0% decrease in incident rate
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accountability, trust,
and value creation



We strive to ensure a strong economic performance by adhering to the highest standards of ethical conduct. Robust governance policies and transparency hold us accountable to our stakeholders, driving long-standing relationships and value creation. Our products and processes undergo continuous innovation for reducing our environmental footprint.

An unwavering commitment to good governance has been instrumental in providing a strategic direction to our organisation's culture. We strive to create value for our stakeholders through building and nurturing long-term relationships, continuously updating our product portfolio through innovation, and ensuring responsible consumption of resources.

Sustainable Development Goals	
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>
Highlights	
<p>Economic value retained is ₹ 870.75 crores CSR spending for the year stands at ₹ 27.70 crores</p>	<ul style="list-style-type: none"> • Total recyclable or reusable plastic packaging consumption - 88.00% of total plastic packaging consumption • ₹ 1.69 crores increase in Research & Development expenditure for FY2020-21, marking an increase of 2.37% from the previous year

Material Topics

01

Corporate governance and risk management

02

Ethical business and transparency

03

Economic performance

04

Process and product innovation

01

Corporate governance and risk management

Board of Directors

We drive sound and proactive corporate governance practices through our decision-making at the Board level. Directors of the company oversee management functions, ensuring their effectiveness in enhancing shareholder value. Further, the Board reviews and approves the management's strategic plan and business objectives, and monitors our strategic direction.

Our Board comprises of 13 directors, one of whom is female. The average tenure of the Board members, half of whom were independent directors as on 31st March 2021, is five years. During the reporting period, a total of seven Board meetings were held.

Board composition

Sr. No.	Name	Designation
1	M B Parekh	Executive Chairman
2	N K Parekh	Vice Chairman
3	Bharat Puri	Managing Director
4	A B Parekh	Whole-Time Director
5	A N Parekh	Whole-Time Director
6	Debabrata Gupta	Whole-Time Director
7	B S Mehta	Director
8	Sanjeev Aga	Director
9	Uday Khanna	Director
10	Meera Shankar	Director
11	Vinod Dasari	Director
12	Piyush Pandey	Director
13	Rajeev Vasudeva	Director (w.e.f. 10/09/2020)

Committees of the Board

Various sub-committees of the Board have been formed to implement decisions as per our strategic priorities, while also protecting and furthering the interests of our key stakeholders. Our Board has established the following committees for the smooth functioning of different aspects of the organisation

- Audit Committee
- Nomination and Remuneration Committee (NRC)
- Stakeholder Relationship Committee
- Risk Management Committee
- Corporate Social Responsibility (CSR) Committee

Audit Committee

The Audit Committee is responsible for approving the annual internal audit plan, and periodically reviewing the audit progress. It also reviews critical internal audit findings, status of implementation of audit recommendations, and adequacy of internal controls. During the financial year 2020-21, four meetings of the Audit Committee were held on 16th June 2020, 5th August 2020, 3rd November 2020, and 27th January 2021. In respect of all the aforesaid meetings, certain business items were transacted, and the meetings were adjourned to the next consecutive day for discussion on financial results and other related matters. The professional fees paid to the auditors has been provided on page 119 of our annual report. The tenure of the statutory auditors is valid up to the AGM for the year ended 31st March 2023, in line with the requirements of the Companies Act, 2013.

Nomination and Remuneration Committee

This committee functions as the Compensation Committee, as per SEBI (Share-Based Employee Benefits) Regulations, 2014. Remuneration paid to the executive directors of the company is approved by the Board of Directors, based on the recommendations of the Nomination and Remuneration Committee. The committee may also sanction necessary approvals regarding the granting of Employee Stock Option Scheme to an employee, where all the conditions of eligibility are not met, on a case-to-case basis. Any increase in the fixed salaries of the Executive Chairman, Managing Director and Executive Director is recommended by the Nomination and Remuneration Committee, based on general industry practice and the increase given to other managers in the company. The NRC is also responsible for the identification and nomination of suitable candidates to fill vacancies on the Board. It ensures that the Board has an appropriate mix of expertise, knowledge and skills.

During the reporting period, seven meetings of the NRC were held on 17th June 2020, 5th August 2020, 10th September 2020, 4th November 2020, 29th December 2020, 27th January 2021, and 11th March 2021.

Stakeholder Relationship Committee

The Stakeholder Relationship Committee supervises matters concerning the redressal of shareholders' or investors' grievances. This includes complaints relating to the transfer or transmission of shares, non-receipt of declared dividends and non-receipt of annual reports.

In FY 2020-21, 13 meetings of the Share Transfer Committee were held, and one meeting of Stakeholder Relationship Committee was held on 15th January 2021 which was attended by all the members of the committee.

Risk Management Committee

We have a robust plan for the identification and mitigation of risks facing our organisation. In addition to benchmarking our risk coverage against peers, the Risk Management Committee also identifies key risks for our company. It then develops and implements the risk mitigation plan, reviews and monitors the risks and corresponding mitigation plans on a regular basis, and prioritises the risks, if required. It also proposes the risk classification and measurement methodology for us to follow.

During the year, two meetings of this committee were held, with one each on 16th June 2020 and 3rd November 2020.

CSR Committee

Our CSR Committee formulates and recommends the Corporate Social Responsibility Policy that details the activities to be undertaken. They put forth the expenditure to be incurred and monitor the implementation of the Policy.

The Committee met on 17th June 2020 and 28th January 2021 in FY 2020-21.

Sustainability Governance

The Board reviews sustainability performance on a continuous basis by reviewing policies and practices developed in line with our long-term sustainability goals. The Key Performance Indicators (KPIs) and management approach for identified material topics are reviewed on an annual basis, and the management is responsible for driving the implementation of our sustainability agenda.

We have a central Sustainability team, which works to monitor and drive our sustainability agenda line with the vision set by the Board. The vision is percolated down to a site level, with its implementation being ensured and monitored through KPIs and annual targets.

Further, there are various EHS teams formed at the plant level. At each site, these teams are responsible for implementing initiatives and projects to achieve our sustainability targets. The EHS policy is the guiding document and the teams accountable for its effective implementation are identified across our organisation. Our EHS teams are also responsible for minimising long-term climate impact by monitoring and enhancing our performance in the areas of energy efficiency, renewable energy, alternate fuel deployment, and water and waste management. The KRAs of the Director of Operations and key management team are linked to sustainability improvement projects.

Enterprise Risk Management at PIL

Risk identification and mitigation is overseen by the Risk Management Committee that meets on a half-yearly basis to discuss recent findings. The Risk Identification and Mitigation Committee's approach towards enterprise risk management is a stage-by-stage process that includes identification, classification, monitoring, reporting and awareness. The risks identified are categorised into three categories, and each risk is assigned to a risk champion, who is entrusted with the task of mitigating and managing it. This is done to ensure that all the risks are managed in a responsible manner.

We have institutionalised a risk management process that continuously monitors and revisits the risk associated with our business. Environment, health and safety, climate change, supply chain and people-related risks and opportunities are assessed as part of this process. We have also developed crisis related contingency plans that enable us to respond to external crisis events.

Our Enterprise Risk Management (ERM) framework has been critical in helping institute the necessary measures to respond to COVID-19. The pandemic is amongst our top risks, and we have adopted an agile approach centered on collaborating across departments to better manage its effects.

All the prioritised risks are consolidated at the corporate level, where an apex committee reviews the identified risk and the mitigation plan and suggests measures, if any.

Industry Associations and Memberships

We have representation in the following business and industry associations:

- Federation of Indian Chambers of Commerce and Industry
- Indian Specialty Chemical Manufacturers' Association
- Bombay Chamber of Commerce and Industry

We actively participate in the deliberations conducted by these associations that focus on environment, sustainability, trade, and economic reforms. We are also part of the representation to relevant regulatory bodies during the framing of policies.

02

Ethical business and transparency

We have made concerted efforts to support our ethos of conducting our business in an ethical manner and ensuring a transparent atmosphere. An Ethics Policy is part of our Code of Conduct, which is applicable to every employee, irrespective of their designation. The Board of Directors and the company's senior leadership monitor and develop our values, vision, organisational strategies and policies related to sustainability performance.

The Board has adopted the following codes:

- Employee Code of Conduct
- Code of Conduct for Directors and Senior Management
- Whistle Blower Policy

Employees can consult with the Company Secretary to seek any clarification, in relation to the application of the Code of Conduct.

Code of Conduct

Our value of 'High Ethical Standards' has been incorporated into every aspect of our business operations.

We, at Pidilite, have adopted a Code of Conduct for our directors and senior management, in alignment with the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. To maintain high ethical standards across the organisation, we have also instituted an Employee Code of Conduct, which lays down the principles and standards that govern the actions of our employees. It duly specifies guidelines to be followed in case of any conflicts of interest. It is applicable to all employees worldwide, including those of our subsidiaries. We train all new recruits on our Code of Conduct, as part of their joining formalities.

The Code and its associated policies cover issues related to fraud, insider trading, bribery, corruption, human rights and discrimination, and details the relevant corrective measures. We also have a Supplier Code of Conduct for key suppliers, which incorporates elements such as ethical behavior and prevention of conflict of interest. Meanwhile, we ensure the prohibition of child and forced labour through our Human Rights Policy.

In FY 2020-21, there were no reported cases of child or forced labour. Our Supplier Code of Conduct also contains clauses which prohibits economic relations between employees and suppliers.

Whistle Blower Policy

At Pidilite, we have a Whistle Blower Policy in place. The Policy is applicable to the directors and employees of Pidilite and enables them to come forward and express their concerns without fear of punishment or unfair treatment about suspected misconduct. The concerns can include unethical behaviour, actual or suspected fraud and violation of the Pidilite's Code of Conduct. The employees are encouraged to raise operational issues which are not covered under the whistle blower policy to their respective division heads. The policy also provides the mechanism available to the employees for raising their concerns.

There were no reported cases of misconduct in FY 2020-21.

Grievance resolution

We recognise that different stakeholder groups require unique solutions to address their queries and accordingly, have devised bespoke mechanisms. Customer feedback is of the utmost importance to us, and we have a dedicated helpline for the redressal of their grievances and complaints.

We have established a Stakeholder Relationship Committee to handle investors' complaints. The Committee investigates shareholders and investors' complaints relating to transfer of shares, non-receipt of declared dividends and other pertinent issues. Our corporate governance model ensures that the status of investor grievances and share transfers is reported to the Board on a periodic basis.

No cases of unfair trade practices, irresponsible advertising and anti-competitive behavior have been reported by any stakeholder in the last five years. There were eight complaints from shareholders during the reporting period, which were resolved expeditiously, with no complaints pending at the end of the financial year.

Our grievance redressal mechanism is also equipped to address all employee grievances related to the Company's policies and work environment. For employee grievance handling, we have an online platform 'My Pidilite', where employees can raise their concerns. These are tracked and reported to the senior management on a monthly basis. At our factory locations, we have an open forum called 'Khulla Manch' for grievance resolution. We have also formulated a policy relating to the Prevention of Sexual Harassment, and any incidents are investigated by the Internal Complaints Committee.

In FY 2020-21, no instance of sexual harassment was reported.

Category	No. of complaints filed in FY 2020-21	No. of complaints under investigation on 31st March 2021
Child, Forced or Involuntary Labour	Nil	Nil
Sexual Harassment	Nil	Nil
Discriminatory Employment	Nil	Nil
Shareholders' Complaints	8.0	Nil
Legal Non-Compliances	Nil	Nil

Compliance management

We have established a compliance software Legatrix to efficiently monitor, manage and ensure compliance to legal and statutory requirements applicable for Pidilite units. It is a comprehensive, robust and highly customisable software support solution for tracking, managing and reporting on legal, regulatory and internal compliances. For our job worker and joint venture units, we have an efficient factory management system to monitor the relevant compliances. No major legal non-compliances were reported in FY 2020-21. During FY 2020-21, we did not have any data breaches or cybersecurity incidents.

03

Sustainable innovation

Our process and product innovation efforts strive to increase the efficiency of our business operations and create opportunities for new business development in the future. We constantly refine our market approach, with a focus on increasing profitability and providing sustainable products to our customers.

Process and product innovation

R&D expenditure (₹ in crores)

Financial Year	Expenditure (in ₹ crores)
2018-19	64.54
2019-20	71.22
2020-21	72.91

Table: R&D highlights

Parameter	Performance in FY 2020-21
No. of patents	3
Non-compliance of products to applicable regulations and voluntary codes	0

As part of our growth strategy, we focus on the development of new products and solutions that are innovative, meet the expectations of our customers, and reduce the overall environmental footprint during the lifecycle of the product.

We are constantly reviewing and improving our manufacturing processes and services by incorporating product safety and environmental considerations.

In FY 2020-21:

- There were no incidents of non-compliance concerning the health and safety impacts of our products and services.
- There were no incidents of non-compliance with applicable regulations that led to a warning or resulted in a fine or penalty. Similarly, there were no incidents of non-compliance with voluntary codes.

Further, Pidilite has formulated a well-defined sustainability roadmap to continuously meet Carcinogenic, Mutagenic, Reprotoxic (CMR) and emission compliance:

- All raw materials are first screened for regulatory compliance to ensure new products are adhering to local and international safety norms.
- Well defined sustainability roadmap to meet CMR and emission compliance. Some of the other Key Initiatives taken by Pidilite are:
 - IP Policy and Procedures: Framework for all inventions, processes, applications, packaging designs completed to ascertain patentability of current and future projects.
 - Future Strategy:
 - Platform approach with well-defined product roadmap for PU, Advanced Acrylates, Hybrid, Sustainability and Silicone.
 - Overall, 18 technology areas identified for product development to grow in Pioneer category.
 - Scale up and phase wise implementation of CMR Product roadmap to further improve sales to 70% by 2023.

Digital transformation

We have actively embraced technology platforms and tools to transform the way we work. Our intent is to ensure that we continue to work efficiently and deliver quality outputs. The new ways of working that have evolved during the time with improved digital abilities have helped us stay ahead in today's fast-paced world. In FY 2020-21, we have consolidated all our existing and new digital initiatives, pertaining to each function, under the banner of 'Dilite'. These include, but are not limited to:

- Pidi Genie
A digital assistant for dealers
- HRkwik
- Pidilite's influencer loyalty programmes
- RPA (Robotic Process Automation) implementation in plant
- M-power
Pidilite's field marketing employee application
- Proton
- Hummari Unnati
- Aarohan
Digital transformation initiative at industrial products division
- ACE
Analytics Capability Excellence on self-service BI platforms like PowerBI

Elimination, reduction and recycling of plastic in packaging of our products

Specific plastic packaging consumption decreased by 5% from 0.059 MT/MT in FY 2019-20 to 0.043 MT/MT/MT in FY 2020-21.

We are leveraging innovation to bring a reduction in virgin plastic in MLP consumption in packaging and are increasingly using recyclable MLP for producing packaging products. For example, we focus on co-injection and co-extrusion molding technology to facilitate the use of PCRW (post-consumer use recycled plastic) in the middle layer. We monitor our overall packaging material consumption by computing rigid and flexible plastic packaging material. Our plan to reduce overall packaging material consumption is broadly divided into the three categories stated below:

- Reduce: Reduction in plastic packaging of products
- Recycle: Converting non-recyclable multilayer plastics to recyclable alternatives
- Reuse: Increasing the use of recycled plastic in packaging

Table: Packaging material consumption from all PIL owned and Job Worker manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Rigid plastic packaging	MT	15924.76	20627.11	21495.31
Flexible plastic packaging	MT	3125.94	4185.6	3649.46
Total plastic packaging consumption	MT	19050.70	24,812.71	25,144.77
Specific plastic packaging material	MT/MT of production	0.043	0.059	0.062

The data for FY 2018-19 and FY 2019-20 has been corrected based on certain errors identified in the previous report

The following initiatives were implemented in FY 2020-21 for improving our performance with respect to packaging material:

Elimination

- Elimination of outer pouch for one of our products, leading to 27 MT savings in usage of plastic

Reduce

- Reduction in cone size for a cone pack SKU that led to 26.16 MT of savings in MLP usage
- Reduction in pouch sizes that led to 21.6 MT of savings in MLP usage

Reuse and Recycle

- New design with 20% PCRW usage, leading to 22.18 MT savings in virgin plastic usage
- New design with 20% PCRW usage, helping us save 20.84 MT of virgin plastic
- Development of new three-layer machine, leading to 60 MT reduction in the use of virgin plastic
- Use of PCRW 20%, leading to 150 MT savings of virgin plastic
- Use of PCRW 100% reducing virgin plastic usage by 126 MT
- Changed packaging of fabric colour multipacks from plastic boxes to carton packs

Table: Consumption of flexible plastic packaging from all PIL owned and Job Worker manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total multilayer plastic consumption	MT	2258.74	2934.64	2553.00
Total single-layer plastic consumption	MT	867.20	1250.96	1096.46

The data for FY 2018-19 and FY 2019-20 has been corrected based on certain errors identified in the previous report

Table: Quantity of recyclable or reusable plastic packaging from all PIL owned and Job Worker manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total recyclable or reusable plastic packaging consumption	MT	16791.96	21,878.07	22,591.77
	% of total plastic packaging consumption	88 %	88 %	90%

The data for FY 2018-19 and FY 2019-20 has been corrected based on certain errors identified in the previous report

We are also registered with the Central Pollution Control Board (CPCB) as a brand owner and have tied up with authorised recyclers for the collection and recycling or co-processing of post-use MLP and non-MLP packaging material. In FY 2020-21, as part of Extended Producer Responsibility (EPR), stated in the Plastic Waste Management Rules, 2016, we collected 2,225 MT of MLP waste, all of which was recycled. The collection was done through authorized recyclers and processing was done through government-approved processors.

Table: Amount of MLP Packaging Material from all PIL Manufacturing Plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20
Total plastic waste collected post-consumer use	MT	5210	3220
MLP recycled through EPR	MT	2,225	1780
	% recycled	100%	60%
Non-MLP recycled through EPR (only applicable in Maharashtra & Andaman -Nicobar Islands)	MT	2,985	1440
	% recycled	100%	50%

The data for FY 2018-19 and FY 2019-20 has been corrected based on certain errors identified in the previous report

Quality Management

At Pidilite, lot of emphasis is given to be customer centric by keeping customer as the focus and a partner in creating and delivering solutions. We are committed to delivery consistent and high quality product and services to our customers . We have a stringent systems and processes to ensure that all our products and services are in accordance with relevant regulatory requirements.

PIL has a Quality Policy as the guiding principal document and the PIL Management is highly committed to Quality and Compliance in its processes and products which is governed through the Quality Management Systems.

PIL Management is committed towards Quality Management Systems and has put in place the necessary Competent Resources for guiding, maintaining and driving the “First Time Right” Quality mindset, a continuous improvement in the Quality Culture and QMS within the Organization. There are dedicated Quality Teams at all Manufacturing sites for testing, approval and release of Raw Materials, Packaging Materials, Intermediates and Finished Goods via the SAP system.

PIL has a well-defined processes to ensure compliance to regulatory requirements and assess the health and safety impacts of products and services at the design stage . Company has a robust new product development process with gates at end of each stage to ensure complete first time right product prior to launch . We ensure that all the ingredients used in our products are formulated using ingredients in accordance with applicable regulation.

PIL Management is committed to bring Continuous Improvement in Quality Management Systems for delivering Quality products and keeps investing in necessary infrastructure such as digitisation of the Quality Dashboard to monitor the metrics and compliance, Complaint Management System (PCMS).The Quality Dashboard tracking Quality Indicators are reviewed every month in Quality DRM with PIL top management for continuous improvement plans. PIL has a dedicated Software system (Pidilite complaint Management System – PCMS) for tracking and closing of Customer complaints with in defined timelines. It’s managed by cross functional team of Sales/Marketing, Quality Assurance and Product Specialists.

PIL Management has adopted ISO 9001 as the system for Quality Management. PIL is certified for the standards of ISO 9001-2015 Quality Management Systems for the Industrial Products and Construction Chemicals Business Divisions by the TUV Nord Certification Agency . There are Quality Management System Manuals covering end to end standard operating procedures released for Implementation and being followed at the manufacturing plants. The implementation of the procedures is verified through Quarterly Quality Audits conducted by Certified PIL Internal auditors at all manufacturing plants with action plans for improvement and compliance. Regular Surveillance and Recertification audits are conducted by the external certifying Agencies as per the re-certification schedule for evaluation of the Quality Management Systems. Many of the Pidilite products are certified by National and International certifying agencies:

- PIL Plants & its products for Export are certified by Dubai Central Laboratory Department (DCLD) since 2017 and recertified annually, the recent one being in June 2020.
- Underwriters Laboratory (UL), U.S.A. has certified Pidilite products for global Exports annually since 2017, with the recent certification in October 2020.
- Additionally, PIL products for Construction Chemicals Division and Consumer Products division are certified by Bureau of Indian Standards (BIS) annually, the recent being Sept-2020.

PIL tracks Quality Improvement actions at all its manufacturing plants and takes steps for improvement in the Quality Indices. Some of the Quality Indices and related activities are:

- Quality Rating Index (QRI) for tracking Product Quality
- Packaging Rate Index (PRI) for tracking Product Packaging Quality
- Online and Offline Quality Inspection for all products in Local market
- Apart from Online and Offline Inspection, Terminal Quality Inspection done prior to dispatch of PIL products for Export consignments
- Calibration / Verification of Quality Lab Instruments at all manufacturing plants tracked for conformance and data updates are available in SAP.
- Inter lab Error Control Survey (ILECS) at all manufacturing plants
- Quality Theme of the month sessions at manufacturing plants for QMS awareness

The Product safety and Quality is strengthened by tools like internal audit, external audit, Monthly reviews, Daily meetings. There are extensive internal and external capability building exercises, programs and modules for enhancing Quality Awareness and building capabilities of team for continuously improving systems & Processes.. Some of the key initiatives under Quality are :

- Continuously Improve Quality Systems and Processes to reduce Customer Complaints & Finished Goods Non-conformances
- Build Root Cause analysis (RCA) capability and QMS capability across Manufacturing plants for continuous improvement
- Continue upgrading SOP's for Standardization of manufacturing and packaging processes at manufacturing plants
- Strengthen systems to ensure proactive compliance to Legal Metrology requirements across all manufacturing plants

Supply chain responsibility

As part of our supply chain management, we have taken various initiatives to ensure supplier responsibility. Some of them are:

- Ensuring adherence to the clauses in the supplier agreement
- Communication regarding emergency response plan and safe handling of hazardous chemicals during chemical transportation
- Raising awareness amongst suppliers on the use of plastics less than 50 microns during packaging
- Carrying out site visits as part of the vendor selection process to perform quality checks, understand vendor manufacturing processes and ensure statutory and legal requirements
- Instituting an open-door policy for vendors and suppliers through email or phone as part of effective grievance redressal

Specific initiatives taken to combat effects of COVID-19 in Supply Chain Management are as follows:

- Training of manpower on various COVID-19 related protocol such as social distancing.
- Regular sanitization of workplace and maintenance of strict cleanliness and hygiene.
- Rapid antigen testing for all employees fortnightly. This is extended across all CFA locations as well.
- Reducing rent during lockdown in order to reduce financial pressure on tenants
- Accurate tracking and monitoring of supplies for customers to ensure timely deliveries and minimum delays
- Consolidation of Delhi-Ghaziabad warehouses for better efficiency
- Moving into warehouses with better provisions and infrastructure

Marketing, product, and packaging innovation projects

We conducted various initiatives for the marketing and packaging innovation of our products in FY 2020-21. These projects are mentioned below:

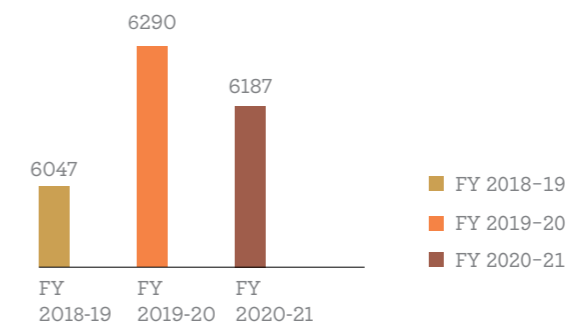
- Organised campaigns such as 'Art from Home' and 'Mask It with Style' to encourage production of utility artwork, such as stitched masks and recycling material and products, at home
- Introduced assorted multipacks and products for consumers to reduce logistics and packaging costs incurred on separate SKUs
- Lent momentum to the concept of phygital workshops, wherein online and offline initiatives were conducted and teachers/specialists were trained to conduct such workshops online
- Conducted collaborative workshops for Fevicol division contractors and families to provide employment opportunities by enrolling women as art teachers
- Changed regular fabric glue bottles (30g) packaging from cartons to tray with shrink wrap
- Changed fabric glue cone pack from PET/MET PET to low-cost BOPP/MET BOPP, with no impact on performance or shelf life
- Introduced digital payment benefits in the loyalty programme for karigars to help the user community

04

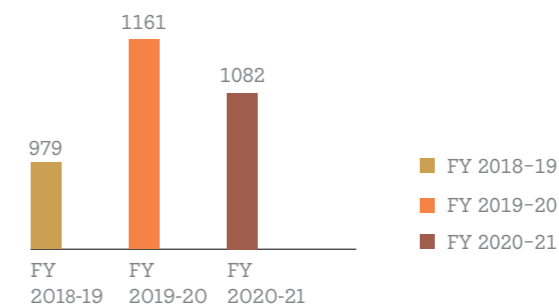
Economic performance

We believe that strong economic performance is essential to fulfill the expectations of our stakeholders. As partners in the nation's progress, we contribute to the economy through our business and long-term capital investments and are focused on providing appropriate returns to our shareholders and lenders, while ensuring the sustainable growth of our business partners. Our growth continues to generate direct and indirect benefits through employee and community development.

Net sales (₹ in crores)

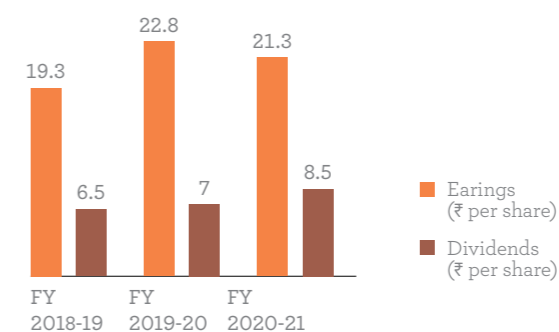


Profit after tax (₹ in crores)



The Profit After Tax for FY 2019-20 has been corrected as compared to the previous report

Earnings and Dividends (₹ per share)



Our investors have experienced a decline of over 6% in the earnings per share and a rise of over 21% in the dividend per share from those in FY 2019-20.

We focus on providing market-leading solutions, resulting in a strong bottom-line performance. During FY 2020-21, our net sales decreased by 1.6% YoY, with sales volume and mix declining by 2.6%. Operating profit for the year was ₹ 1,623 crores, down 0.8% from the previous year, and we recorded Profit after Tax of ₹ 1,081 crores, marking a 1.9% year-on-year decrease. Our net worth as on 31st March 2021 was ₹ 5,561 crores, amounting to a Compounded Annual Growth Rate (CAGR) of 16.8%

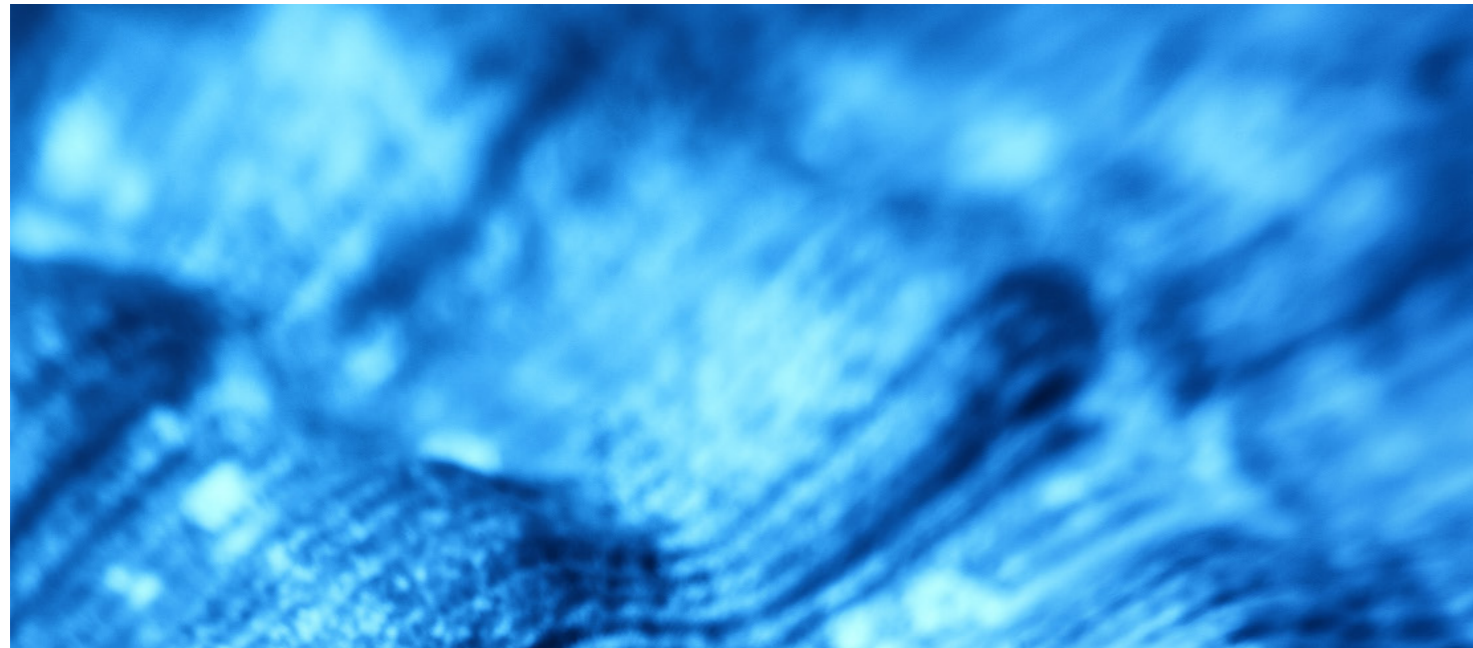
Table: Performance by industry segment for FY 2020-21

FY 2020-21		
Industry	Segment	% Contribution of Sales
Consumer and bazaar products	Overall branded consumer and bazaar products	81.20
	Adhesives and sealants	54.20
	Construction and paint chemicals	19.90
	Art and craft materials	7.10
Business-to-Business products	Overall business-to-business products	18.00
	Industrial adhesives	5.70
	Industrial resins	6.40
	Pigments and preparations	5.90

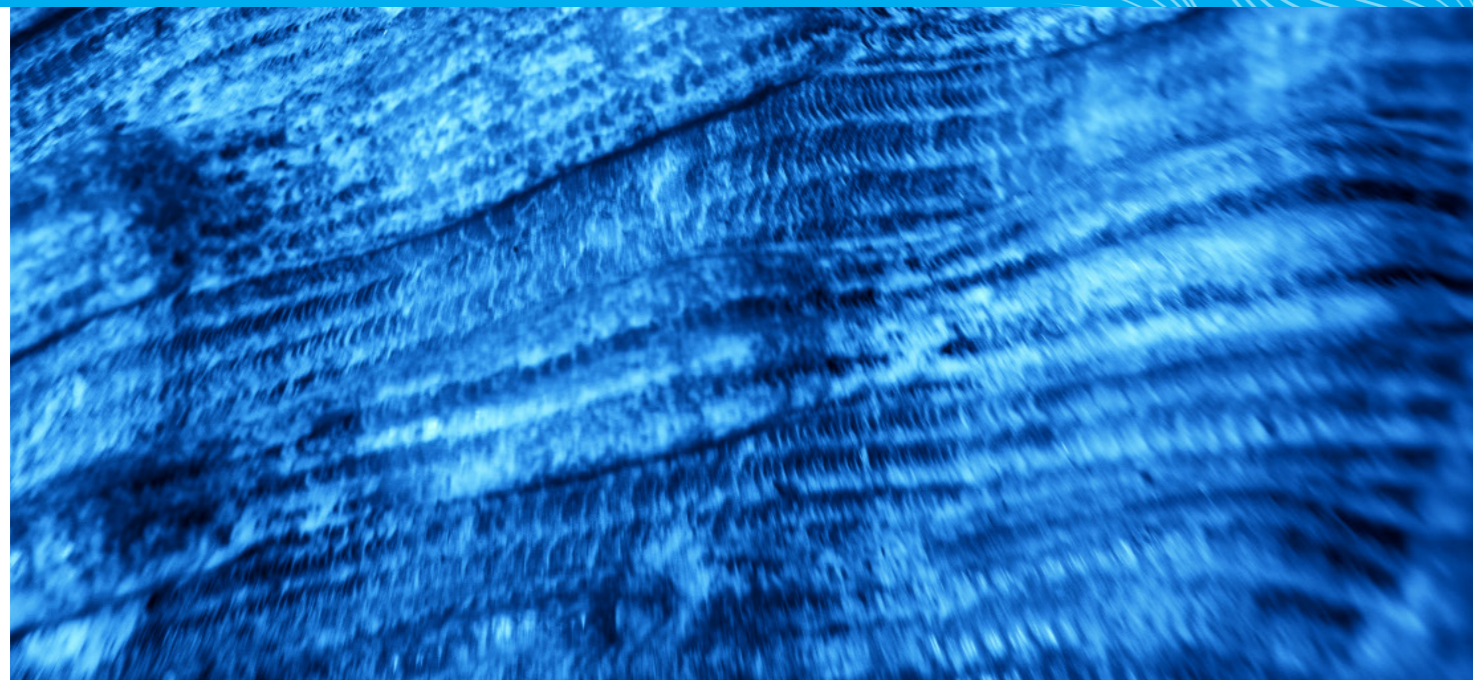
We believe in investing across the triple bottom line to ensure equitable growth. An appropriate product mix and a good understanding of customer requirements have allowed us to continually increase our market presence, revenues and profitability. In FY 2020-21, we incurred an environment, health and safety expenditure of ₹ 16.164 crores. Meanwhile, we spent ₹ 27.70 crores on our CSR initiatives, in areas such as education, healthcare, agriculture and horticulture, animal husbandry, women empowerment and rural development.

Table: Economic value generated, distributed (EVG&D) and retained

Economic value generated and distributed (EVG&D)	FY 2020-21 (₹ in crores)	FY 2019-20 (₹ in crores)
Economic value generated		
a.Revenues	6,216.33	6,332.59
b.Other income	73.49	151.86
Total (a)	6,289.82	6,484.45
Economic value distributed		
a.Operating costs	3,995.30	4211.52
b.Employee wages and benefits	787.75	736.89
c.Payments to providers of capital	16.99	13.40
d.Payments to government	586.33	709.55
e.Community investments	32.70	26.41
Total (b)	5,419.07	5697.77
Economic value retained		
(calculated as economic value generated less economic value distributed)	870.75	786.68



enhancing operational eco-efficiency



Our long-term sustainability goals are focussed on the efficient use of our resources to drive sustainable growth. We are actively working towards minimising waste and water intensity, increasing the consumption of renewable energy, and reducing our GHG emissions.

We have robust systems in place to monitor our environmental performance. In addition to this, various conservation initiatives are regularly carried out across our manufacturing locations and corporate offices. We also ensure timely compliance with all the applicable environmental laws and regulations. Committing to a greener future, we have set long-term environmental targets at a company level. All Pidilite-owned manufacturing plants are ISO 14001 and ISO 45001 certified for environment and occupational health and safety management systems. We have dedicated EHS teams to drive the same and a central EHS and Sustainability team which drives the overall sustainability agenda.

This section highlights initiatives proactively undertaken to minimise our environmental footprint and enhance our contribution towards environmental conservation.

Sustainable Development Goals			
Highlights			
Increased reusing and recycling initiatives , leading to less dependency on freshwater usage	Total cost saving due to renewable fuels: ₹ 3.21 crores	21% reduction in greenhouse gas emissions in FY 2020-21 over FY 2019-20	Total raw material consumption of 97,751 MT
77% manufacturing plants with Zero Effluent Discharge status	61% renewable energy contribution in the total energy consumption	Renewable fuel contribution to total fuel consumed improved from 64 to 70% over FY 2019-20	Reduction in consumption of raw material of 4% in FY 2020-21 over FY 2019-20
68,06,115 KL of rainwater harvested	Total renewable energy consumption of 3,67,559 GJ	77% decrease in overall coal (fossil fuel) consumption compared to FY 2019-20	22 manufacturing plants with zero waste to landfill status

Material Topics

01

Energy management

02

Environment management

03

Management of hazardous chemicals

Climate change

We recognise and acknowledge the threat climate change poses to global economic, social and geopolitical stability, and that every organisation must play its part to help secure the future of our planet. At Pidilite, we are cognisant of the potential impact of climate change on our business and stakeholders and the need to deeply understand and address these risks. Understanding and managing these risks is important not only to safeguard our business, but also to enhance the resilience of the communities within which we function.

We have assessed our climate change-related governance, risks, strategy and targets, for which the progress in each area is summarized below:

Governance

The Board sets our strategic direction and is responsible for our climate ambition and strategy.

Performance on key sustainability indicators and the plan to achieve them, along with climate-related risks, are included in our risk register and reviewed by Committee of Board members once every six months

Read more on sustainability governance on page 21.

Strategy

We have adopted a company-level EHS Policy, which is in line with our commitment to continuously improve our environmental performance. It covers aspects related to climate change through GHG emissions reduction.

We intend to align our carbon commitments with the Science-Based Targets initiative to meet the goals of the Paris Agreement and 1.5°C pathway.

We are committed to transitioning to a low-carbon business and actively factor climate-related risks and opportunities in our business strategy.

We believe in integrating green energy into our operations and generate renewable energy through windmill and solar power units. The percentage of renewable energy (fuel + electricity) in the overall energy consumption increased to 61% in FY 2020-21, from 52% in FY 2019-20.

In the reporting year, to address the impact of transition risks, we have switched from higher-emitting fuels like coal and HSD to renewable alternatives like briquette or lower-emitting fuels like PNG.

Read more about our sustainability strategy on page 15.

Risk management

Environment, health and safety risks are assessed in the risk management charter and have been integrated in the risk register.

The risk register consists of the identified risks and mitigation plans, which are updated to the Board-level committee for review on a half-yearly basis.

Read more about risk management on page 21.

Metrics and targets

Our support for a carbon reduction transition is steered by our commitment to measure, track and set targets against the key performance disclosures like energy consumption, GHG emissions and renewable energy.

Our commitment is to:

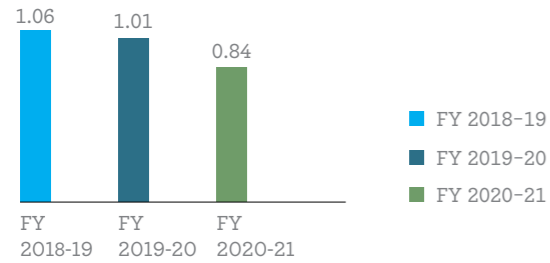
1. Reduce energy consumption intensity by 20% till 2030, considering FY 2018-19 as baseline
2. Reduce GHG emissions intensity (Scope 1+Scope 2) by 30% till 2030, considering FY 2018-19 as baseline
3. Increase in the share of renewable energy to constitute 50% of overall energy consumption

Read more on progress against the targets on page 15.

Environmental performance highlights for FY 2020-21

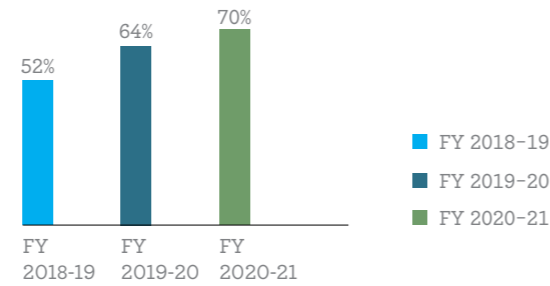
Effluent discharge intensity

Effluent discharge intensity
(m³/MT of production)



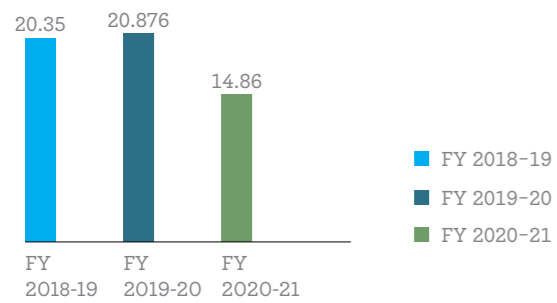
Renewable fuel consumption

Fuel consumption - briquettes
(% of total fuel consumption)



Waste intensity

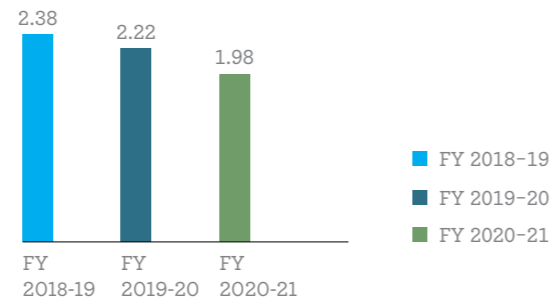
Waste intensity
(KG/MT of production)



The data for waste intensity of FY2019-20 and FY 2018-19 has been corrected in this report

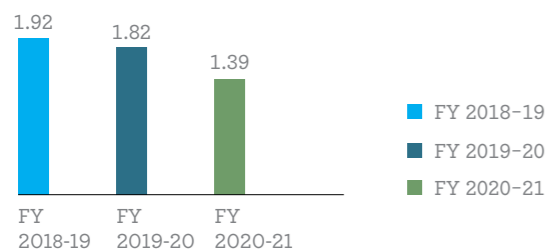
Water withdrawal intensity

Water withdrawal intensity
(m³/MT of production)



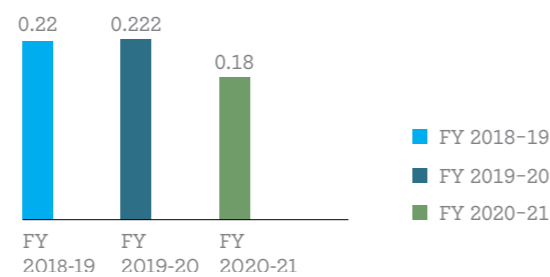
Energy intensity

Energy intensity
(GJ/MT of production)



GHG emissions intensity

GHG emissions intensity
(GJ/MT of production)



01

Energy management

In FY 2020-21, our overall energy consumption was 6,01,650 GJ, 28% of which can be attributed to electricity purchased from state electricity boards.

Overall energy consumption in the year reduced by 19.2% from FY 2019-20, with renewable sources contributing to 61% of the total consumption.

a) Fuel consumption

The percentage of briquette and PNG in overall fuel consumption increased to 81% in FY 2020-21, from 70% in FY 2019-20.

As a part of our energy management efforts, we constantly promote the consumption of renewable and low-emitting fuels in our operations. Our overall fuel consumption stood at 4,34,572 GJ in FY 2020-21, marking a reduction of 22.7% from the previous year. In FY 2020-21, renewable sources accounted for 70% of our total fuel consumption, indicating an increase of 6% from FY 2019-20. Additionally, fuel with lower carbon footprint accounted for 11.2% of our total fuel consumption, indicating an increase of 6% over FY 2019-20. Most of the large boilers and thermic fluid heaters in our manufacturing units are operated with these renewable and low-emitting fuels.

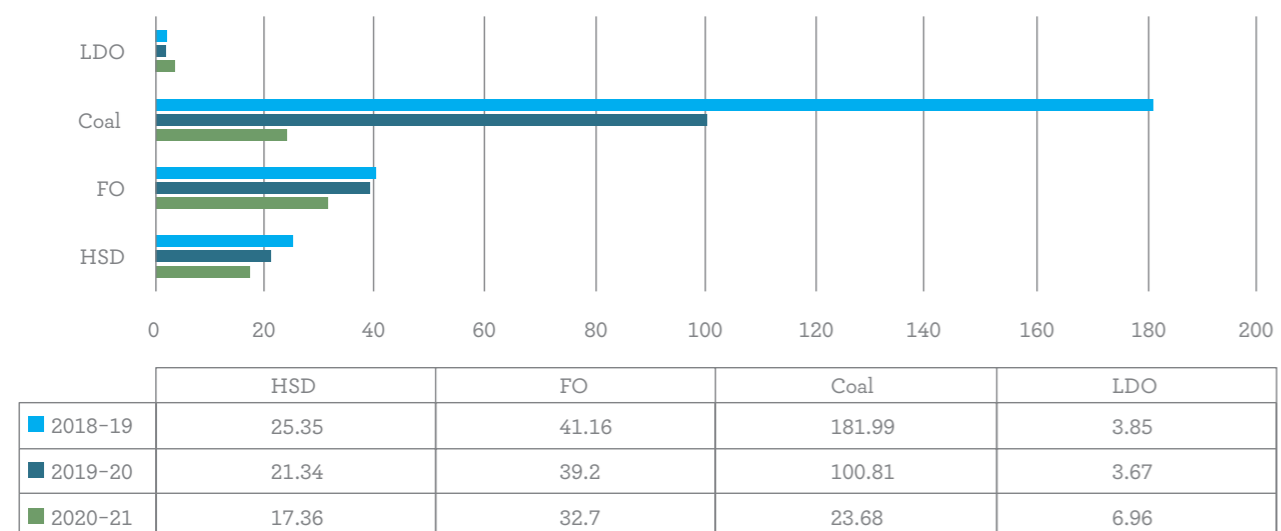
Energy consumption-fuel

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total fuel consumption	GJ	4,35,052	5,63,094	6,00,490
Specific energy consumption from fuel	GJ/MT of Production	1.00	1.33	1.49
Energy generated from renewable fuel (briquette)	GJ	3,05,142	3,63,045	3,13,765
	% of total energy generated from fuel	70.00%	64.00%	52.00%
Energy generated from fuel with lower carbon footprint (PNG)	GJ	48,735	35,033	34,381
	% of total energy generated from fuel	11.21%	5.70%	6.20%

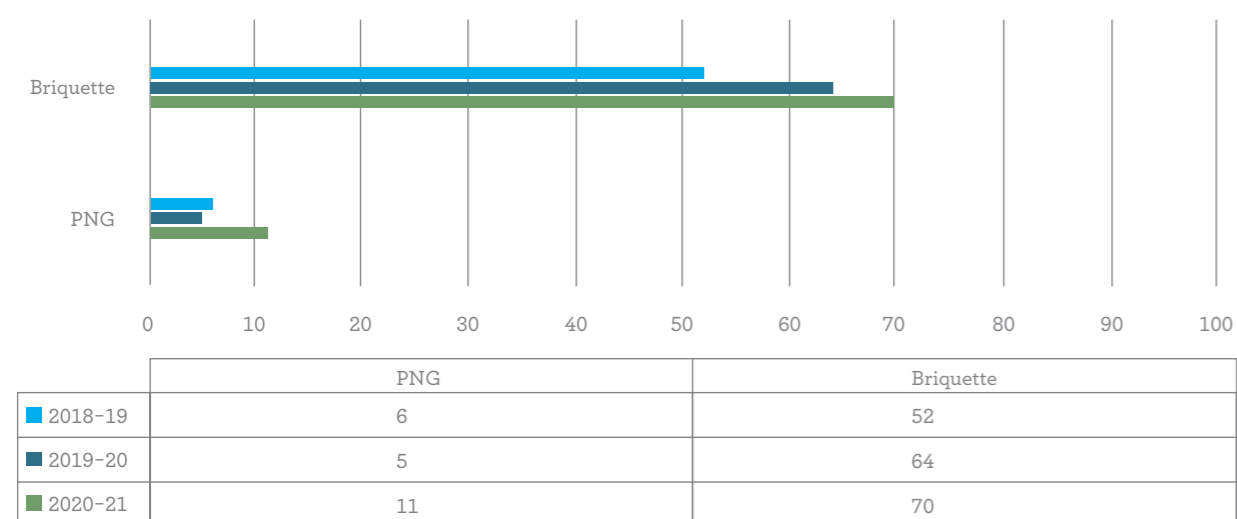
Key Initiatives to reduce fuel consumption:

- We are installing heat pumps at multiple plants to reduce the usage of boilers and thereby, reducing the consumption of briquette and furnace oil.
- Reorganization of manufacturing footprint across regions and divisions in conjunction with ramp up of volumes or products requiring lower resource consumption in terms of power, fuel and water

Fossil fuel energy consumption by fuel (000'GJ)



Percentage Energy consumption from green fuel of Overall Energy Consumption



b) Electricity consumption and electricity from renewable sources

The percentage of renewable energy (fuel + electricity) in overall energy consumption increased to 61% in FY 2020-21 from 52% in FY 2019-20.

In FY 2020-21, our total electricity consumption was 1,80,279 GJ. Around 8% of overall electricity consumed was generated from self-installed renewable energy units, with a total consumption of 13,682 GJ. With the goal of increasing our renewable energy footprint in the future, we plan to install additional renewable energy units across our manufacturing locations.

i) Wind energy

We have wind farm projects in Gujarat and Maharashtra. Power generated through these wind farms is primarily utilised in our manufacturing units and corporate office in Mumbai. We were able to achieve a reduction in carbon footprint by 3,734 tCO₂ and savings worth ₹ 1.84 crores. This year, we generated a total of 51.15 lakh kW of wind

energy, 21.8 lakhs of which were consumed, compared to the consumption of 49 lakh kWh in FY 2019-20. The decrease in the consumption of wind energy was primarily because there was a significant reduction in demand in the first quarter of FY 2020-21 due to the COVID-19 pandemic. There was grid failure from the State Electricity Board in March 2020 end and then covid related movement restrictions were imposed (for inter district movement). Technical teams could not travel between generation sites to rectify the substation and machine related issues for April and partly May period and hence the generation of wind energy was low.

ii) Solar energy

In FY 2020-21, we generated a total of 16 lakh kWh of electricity from solar PV projects and consumed 100% of the generated electricity. Solar projects were installed at 12 manufacturing units, resulting in savings of ₹ 1.182 crores and reduction in carbon footprint by 1,264 tCO₂.

Electricity and renewable energy consumption from all PIL manufacturing units

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Electricity purchased from grid	kWh	4,62,77,214	5,04,87,090	4,08,52,641
	GJ	1,66,598	1,81,754	1,47,070
Specific electricity consumption	GJ/MT of production	0.38	0.43	0.36
Total renewable energy consumed (Electricity)	GJ	13,682	24,111	24,194
	% of total electricity consumption	8%	13%	16%
Solar energy generated	GJ	5,801	6,363	7,057
Solar energy consumed	GJ	5,801	6,363	7,057
	% of total electricity consumption	4%	4%	5%
Wind energy generated	GJ	18,417	19,663	23,808
Wind energy consumed	GJ	7,850	17,748	17,137
	% of total electricity consumption	5%	10%	12%
Total energy consumed (fuel + electricity)	GJ	6,01,650	7,44,847	7,47,560
Energy generated from renewable fuel (briquette)	GJ	3,05,142	3,63,045	3,13,765
Total renewable energy consumed (fuel + electricity)	GJ	3,67,559	3,87,156	3,37,959
	% of total electricity consumption	61%	52%	45%

The total energy consumption decreased by 20% in FY 2020-21 compared to FY 2018-19.

c) Energy conservation and relevant energy cost-saving

We have undertaken various measures to conserve energy and use alternate sources of energy, which have resulted in total savings of ₹ 17.18 crores during the year. The total savings accrued since FY 2018-19 have amounted to ₹ 56.08 crores.

A total of ₹ 16.81 crores were saved due to use of renewable source of energy, like electricity from solar and wind as well as use of renewable fuels. Capital expenditure on energy conservation as well as equipment for generating renewable energy was ₹0.2 crores, compared to ₹2.95 crores in FY 2019-20.

Some of the new energy-saving initiatives undertaken during the reporting year are:

1. Cooling tower fan automation on temperature set point
2. Replacement of existing AC with energy efficient AC
3. Use of high-efficiency pumps and changes in electrical supply mode
4. Heat recovery from exothermic reaction for generation of hot water
5. Automation in lighting control
6. Use of high-efficiency mixing technology

Earlier proven conservation projects that were replicated in 2020-21 include:

1. Condensate recovery for boiler feed
2. Thyristor-based heater control
3. Installation of LED lights
4. Installation of variable frequency drives

Energy Saving Initiatives at Nalagarh Unit

At our Nalagarh factory, we initiated a project to eliminate the usage of electrical heating system through the utilisation of hot condensate water. Through this initiative, we were able to achieve energy savings of 12,000 KWh annually

We also took initiatives to plug the leakages in the air compressor and compressed air line.

Outcome

- Utilisation of hot condensate water in the heating process resulting in energy savings of 12000 KWh annually
- Reduction in air compressor leakages from 13% to 8% in FY 2020-21 from FY 2019-20

Energy conservation and reduction in carbon footprint by reduction in greenhouse gases

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total energy saved due to energy conservation initiatives	GJ	3,191	2,162	1,401
Total GHG emissions saved due to energy conservation initiatives	tCO2	346	411	319

02

Environment management

a) Water management

Total freshwater withdrawal reduced by 8%, from 9,35,471 KL in FY 2019-20 to 8,56,908 KL in FY 2020-21.

In FY 2020-21, our total freshwater withdrawal was 8,56,908 KL, which was down 8% from FY 2019-20. We follow the water balance approach to monitor our consumption patterns. By 2030, we aim to reduce our water consumption intensity by 35% from the value recorded in FY 2018-19.

Water consumption at PIL

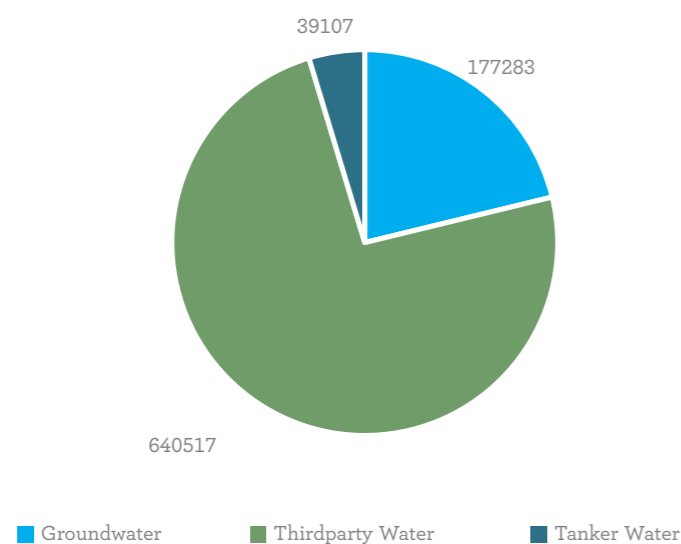
Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total freshwater withdrawal	KL	8,56,908	9,35,471	9,56,720
Specific freshwater withdrawal	KL/MT of production	1.98	2.22	2.38
Total rainwater harvested (rooftop water harvested and reused from all structures active till year of declaration)	KL	82,256	86,796	54,451
Total rainwater harvested (rainwater collected and recharged back for ground level make up from all structures active till year of declaration)	KL	21,570	24,117	16,243
Total rainwater harvested during FY 2020-21 by check dams under CSR programme that were built in collaboration with government	KL	66,80,921	47,64,798	20,83,000
Total rainwater harvested (rainwater harvested from rooftop and reused, groundwater recharged, harvested and reused by making check dams and ponds under CSR program)	KL	68,06,115	48,49,859	21,61,478
Water balance (difference between rainwater harvested and freshwater withdrawn)	KL	(59,49,207)	(39,14,388)	(12,04,758)

The water balance at Pidilite has improved by 393% from FY 2018-19.

In FY 2020-21, we have implemented the following projects for water conservation:

- **Reduce**
Installation of steam condensate recovery system
Use of jet cleaning to reduce overall water consumption for cleaning
- **Reuse**
Reuse of water for cleaning reactors
- **Recycle**
Instead of freshwater consumption, use of recycled treated water for water ring vacuum pump, scrubber make up, toilet flushing and gardening
Recycling of domestic treated water by installation of sewage treatment plant and soak pits
Installation of groundwater recharge system

Total freshwater withdrawal for FY 2020-21 – source-wise (000'KL) (%)



Rainwater conservation

At our Mahad A22 manufacturing site, we started harvesting rainwater from the fire pond during the monsoon season. The fire pond has a large surface area and we connected the pond with the existing roof water harvesting system. The existing roof water harvesting system is efficient only during the period of heavy rains and thus, with the help of fire ponds, we were able to harvest 2,119 m³ of water for reuse during the period of less rainfall.

Outcome:

- Increased reuse of 2,119 m³ of water

b) Effluent management

Overall effluent discharge ratio reduced by 16% from 1.01 KL/MT in FY 2019-20 to 0.84 KL/MT in FY 2020-21. 77% of our manufacturing units have achieved Zero Effluent Discharge status.

In FY 2020-21, 42 of 52 units, i.e., 77% of our manufacturing locations, have achieved ZED status. By 2030, we aim to achieve ZED status at 90% of our manufacturing locations and reduce our wastewater discharge intensity by 30%. We have discharged 3,65,556 KL of treated effluent from our operations during the reporting year. Discharged effluents are sent to Common Effluent Treatment Plants (CETPs) for further treatment and processing. In compliance with the effluent discharge norms and standards, we maintain a regular check on the discharge of effluents from all our operations.

Effluent discharged from all PIL-owned manufacturing units

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total manufacturing plants of PIL	Nos.	52	45	45
Manufacturing plants with ZED status	Nos.	40	28	28
	% of total no. of plants	77%	62%	62%
Total effluent discharged	KL	3,65,556	4,26,220	4,26,028
Specific effluent discharged	KL/MT of production	0.84	1.01	1.06

The total specific effluent discharged decreased by 20% from that in FY 2018-19.

Key projects implemented for effluent reduction:

- At our A22 manufacturing site, we have started using STP water for recycling in gardening and toilet flushing, amounting to savings of 1200 KL per annum.
- At our Vapi 78 manufacturing site, we started using STP outlet water for gardening and toilet flushing, leading to reduction of 10 KL per day in effluent
- At our Karad and Phalna units, reuse of outlet of ETP cum STP outlet for gardening and toilet flushing was implemented, leading to reduction of about 360 KL in effluent annually
- Twelve (12) additional sites achieved Zero Effluent Discharge status as compared to previous year

Water saving from solvent tank cooling

At our Baddi-1 manufacturing site, there is a significant amount of water that is used to cool down the solvent tanks located above ground level during the summer season. Previously, there was no provision to use STP water inside the company premises, and we took several initiatives to reduce the consumption of water for this purpose. We started by painting the tanks to improve the shelf life of the tanks. Cold insulation was done with nitrile rubber 19 mm thickness to maintain an ambient temperature inside the tank. This was followed by wrapping another layer of aluminum cladding 24 gauge to provide final insulation, and a pocket was made to check the PV thickness testing (NDT) on a periodic basis. The dyke wall was connected with the STP and rain water harvesting pit.

Outcome:

1. Overall water saving of 1200 KL/annum
2. HSD saving of 160 liter/annum
3. There is saving in CETP tanker charges ₹ 0.15 Lac/annum
4. Borewell electricity saving of 900 KWH/annum

c) Material consumption

We are cognizant of the need to efficiently use raw materials required in our manufacturing processes for sustainable value creation. Our total major raw material consumption in FY 2020-21 was 97,751 MT, a decrease of 4% over FY 2019-20. During FY 2020-21, we have taken several initiatives to ensure that we minimise the overall consumption of raw materials at our plants.

Raw material consumption for all PIL manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Major raw material consumption	MT	97,751	1,01,915	1,17,328
Specific raw material consumption	MT/MT of production	0.23	0.24	0.29

Data reported in the table includes our top 10 raw materials by weight, which account for approximately 80% of total raw material consumption

The following initiatives were implemented for reduction in overall raw material consumption:

- Use of primary stainless steel bucket filter prior to bag filter, to reduce overall cleaning cycle and loss of active product along with it
- Use of steam transfer for reduction of losses during transfer of batch, • post-manufacturing
- Precision during filling and packing to avoid excess giveaway
- Recovery of residual material from empty containers prior to cleaning
- Use of containment pallets during dispensing to avoid losses

d) Emission management

Total greenhouse gas emission from fuel reduced by 24%, from 52,046 tCO₂ in FY 2019-20 to 39,475 tCO₂ in FY 2020-21.

We are committed to fostering a positive change and leading the way to a low-carbon future. In view of this, we are making efforts to reduce our emissions through energy conservation initiatives, installation of energy-efficient equipment and adopting clean energy sources. We have implemented an effective monitoring mechanism by installing the necessary pollution control equipment. Third-party inspections of our boilers and diesel generator sets are conducted quarterly across sites, and air emissions are maintained within permissible limits. By 2030, we aim to reduce our GHG emission intensity by 30% compared to the FY 2018-19 baseline.

Our total GHG emissions for FY 2020-21 were 76,046 tCO₂, a reduction of 19% from the previous year. We, at Pidilite, continue to evaluate and increase the usage of green fuel (biomass) to replace fossil fuels for operation of boilers. During the year, by use of green fuels, we have saved ₹ 13.6 crores and reduced 22,617 tCO₂e emissions compared to the use of conventional fuels.

Greenhouse gas emissions from all PIL-owned manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total greenhouse gas emissions due to fuel consumption (Scope 1 emissions)	tCO ₂	39,475	52,046	55,337
Scope 1 emission intensity	tCO ₂ /MT of production	0.09	0.12	0.14
	tCO ₂ /revenue in ₹ crores	6.35	8.22	9.08
Total greenhouse gas emissions due to electricity purchased from grid (Scope 2 emissions)*	tCO ₂	36,571	39,885	33,499

Scope 2 emission intensity	tCO ₂ /MT of production	0.08	0.10	0.08
	tCO ₂ /revenue in ₹ crores	5.88	6.62	5.50

The Scope 1 emissions have been calculated based on the IPCC (2006) emission factors. The Scope 2 emissions have been calculated based on the CEA (March 2021) guidelines

*Restatement: There is a change in the emission factor accounted from Central Electricity Authority (CEA) for Scope 2 emission calculation, which resulted in updation of the previous year (FY 2019-20) data for Scope 2 emissions.

The total GHG emission intensity in FY 2020-21 has reduced by 21% compared to FY 2018-19.

Emissions by fuel type from all PIL-owned manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Briquettes	tCO ₂	29,751.3	35,397	30,592
High-speed diesel	tCO ₂	1,268.2	1,558	1,851
Furnace oil	tCO ₂	2,531	3,034	3,186
Coal	tCO ₂	2,239.7	9,536	17,216
Piped natural gas	tCO ₂	3,169.5	2,249	2,207
Light diesel oil	tCO ₂	515.6	272	285
Total	tCO₂	39,475	52,046	55,337

Air emissions from all PIL-owned manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Total Particulate Matter (TPM)	KG	30,825	41,182	42,785
	KG/MT of production	0.07	0.09	0.10
Oxides of Sulphur (SO _x)	KG	23,693	37,475	40,073
	KG/MT of production	0.05	0.09	0.10
Oxides of Nitrogen (NO _x)	KG	17,868	15,788	13,367
	KG/MT of production	0.04	0.04	0.03

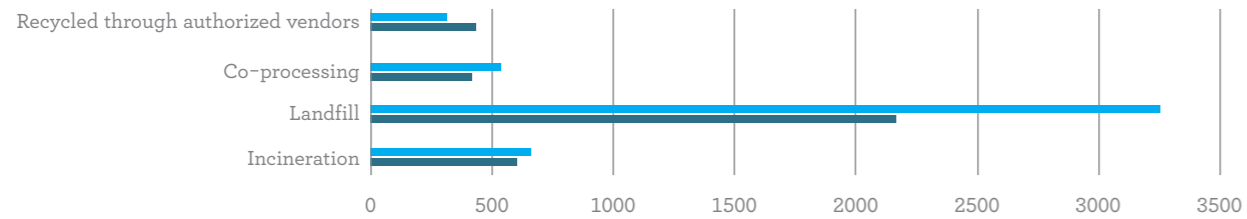
*Restatement: There is a change in the SO_x emissions for FY 2019-20, as incorrect accounting was done last year

e) Waste management

Specific total waste disposed decreased by 29% from 20.88 KG/MT in FY 2019-20 to 14.86 KG/MT in FY 2020-21.

In FY 2020-21, we disposed 3,860 MT and 2,578 MT of hazardous and non-hazardous waste, respectively. We are constantly working towards minimising the generation of waste and have implemented robust mechanisms to treat and dispose the generated waste.

Hazardous waste disposal from all PIL manufacturing plants - by disposal method (MT)



	Incineration	Landfill	Co-processing	Recycled through authorized vendors
■ 2019-20	657	3253	537	309
■ 2020-21	600	2162	416	433

Waste management at PIL-owned manufacturing plants

Parameter	Unit of measurement	FY 2020-21	FY 2019-20	FY 2018-19
Hazardous waste disposed	MT	3,860	4,756	5,076
	Kg/MT of production	8.91	11.26	12.62
Non-hazardous waste disposed	MT	2,578	4,060	3,112
	Kg/MT of production	5.95	9.61	7.74
Total waste disposed	MT	6,437	8,816	8,188
	Kg/MT of production	14.86	20.88	20.35
Manufacturing plants with zero waste to landfill status	Nos.	22	8	8

Restatement: The data of non-hazardous waste for FY 2018-19 and FY 2019-20 have been corrected in this report.

The following initiatives were carried out for overall waste reduction:

- **Reduce**
 - Use of spin flash dryer for reduction in overall moisture content in waste
 - Use of bulk storage tank to reduce use of chemicals from barrels
 - Use of dryer for drying polymer waste to reduce overall moisture content
 - Maximise recovery of solvent from residue by using rotary cone vacuum dryer
 - Use of steam transfer for reduction in overall waste generated due to deposition and drying of the material in reactor
- **Recycle**
 - Recycle of packing material and empty barrels after cleaning
 - Recycle of waste with high calorific value for co-processing, instead of incineration

03

Management of hazardous chemicals

We are responsibly managing all risks related to the handling and storage of hazardous chemicals, as per the relevant UN classification codes. The actions mentioned below have been taken for safe handling of hazardous chemicals:

- Education and awareness on the hazards, related risks and measures for safe handling of hazardous chemicals
- Enhancement of necessary engineering controls for storage and handling of hazardous chemicals, based on the outcomes of HAZOP studies conducted during the year
- Specific mitigation actions identified as an outcome of static electricity assessment
- Process safety controls for activities involving process risks, e.g. charging of solids into flammable liquids
- Reduction in overall risk of exposure to operating personnel as well as other risks of manual handling by shifting to bulk storage for specific hazardous chemicals

Environmental compliance

We comply with all the environmental rules and regulations of the geographies that we operate in. We have put in place various monitoring mechanisms to ensure effective compliance. All notices related to environmental compliance, raised by authorities are replied to and closed effectively and there are no pending open notices.



responsible care






At Pidilite, we seek to generate value by creating direct and indirect opportunities for social upliftment. We strive to ensure the safety and well-being of the Pidilite family as well as the community at large through our people-centric agenda.



Our people lie at the core of our business and operations. We place emphasis on the rights of our employees, equality of opportunity, occupational health and safety, and overall well-being. This helps us foster good relations with our employees. We continually improve our systems and business processes to ensure that our employees take pride in being at Pidilite.

We have initiated various programmes aimed at improving our safety performance and culture. We also monitor and evaluate our safety processes on a regular basis. Our extensive training programmes continue to familiarise our employees with the required knowledge, skills and attitudinal aspects that will drive their personal and professional growth. Along with our employee engagement initiatives, we create new learning opportunities, build careers, and foster an empowering and inclusive culture.

We believe that our responsibility extends to the communities within which we operate. Various community development programmes have been implemented by us for their welfare and betterment, creating opportunities for them to prosper.

SDG linkage

Sr. No.	Sustainable Development Goal	Initiatives
1	 <p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none"> • Provided pandemic counselling support to employees to ensure mental and physical well-being • Collaborated with Swachh Bharat Mission (Urban), Government of Gujarat and Mahuva Nagarpalika for conducting cleanliness drives
2	 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> • Total employee strength includes 358 women • Helped form, nurture and develop 130 new Self Help Groups (SHGs) - Mahila Mandals in Bhavnagar, Talaja and Amreli districts
3	 <p>6 CLEAN WATER AND SANITATION</p>	<ul style="list-style-type: none"> • In 2020-21, 1,200 hectares of additional farmland were converted to micro irrigation and more than 110 additional wells, spanning over 40 villages, were recharged, for improving the quality of groundwater

4		<ul style="list-style-type: none"> We have supported rejuvenation and maintenance of 129 government schools We have collaborated with the Directorate of Employment and Training, Government of Gujarat to strengthen the skill ecosystem
5		<ul style="list-style-type: none"> Partnered with a non-profit to build a technology for the production addition of selected seaweeds, which have the potential to reverse the greenhouse effect 1.59 lakh trees were planted in FY 2020-21 through the mobilisation of farmer clubs, schools and SHGs

Material Topics

01

Occupation health and safety

02

Process safety

03

Employee development and diversity

04

Community development

01

Occupation health and safety

Occupational health and safety are central to our agenda that ensures a safe workplace. We are committed to the long-term objective of 'Zero Accidents' across our value chain. Several safety initiatives have been undertaken at our corporate office and manufacturing locations to identify and manage health and safety risks and improve our performance on these parameters. All employees and contractors participate in safety trainings and mock drills, and are acquainted with the safety measures in place at our facilities.

All Pidilite manufacturing plants are certified with occupational health and safety management systems and ISO 45001. As part of our sustainability strategy, we have set a long-term target of achieving a 30% reduction in safety ratios such as severity rate and incident rate by 2030, from the baseline

Parameter	Unit of measurement	FY 2019-20	FY 2020-21
Injuries	Nos.	2	2
Lost days due to reportable injuries	Nos.	9	7
Manhours worked	Million manhours	18.25	19.11
Fatalities	Nos.	0	0
Injury rate	Per 100 workers	0.02	0.02
Lost days rate	Per 100 workers	0.1	0.07

Table: Employee health and safety data

Employee health and safety policy and initiatives

We have an EHS Policy, which is driven and overseen by the Director of Operations. In line with the EHS Policy, various processes have been deployed across the organisation. These include:

Man-machine interface: We have implemented key engineering controls, such as replacement of existing interlocks with tamper-proof interlocks and rectification of existing guarding to meet the standard of 360-degree guarding.

Fire and electrical safety: External third-party audits are carried out to identify and mitigate major hazards pertaining to fire and electrical safety.

Process safety: Gap assessment studies related to process safety were performed at manufacturing sites. Based on the findings, key EHS-related infrastructure was upgraded to improve process safety.

Behavioural safety: A safety culture has been built through communication and activities, such as safety committee meetings and monthly theme-based safety programmes, among others.

EHS audits: Periodic internal EHS audits are carried out to evaluate the effectiveness of safety management systems.

Project safety: At project sites, implementation of safety controls, both in green and brownfield projects, has been carried out to improve safety performance. Various risk assessment tools, such as Pre-Startup Safety Review (PSSR) and Job Safety Analysis (JSA), are used at various stages of project implementation for ensuring project safety.

Health: We have a health protocol in place that includes medical screening and periodic health checks. This was enhanced and updated during the COVID-19 pandemic. We also launched EAPs for our employees to ensure their emotional and mental well-being. See more in business continuity in COVID-19.

Safety committee

We have a structured safety committee and dedicated EHS team at the corporate as well as site level to manage occupational health and safety risks. Our safety committees have equal representation from both workers as well as management personnel. The committees have been entrusted with the role of monitoring and ensuring safe and healthy working conditions across the organisation

02

Process safety

We have the necessary systems and controls in place for effective process safety management. We continuously evaluate process safety risks and necessary plans for mitigation. The following process safety measures were implemented during the reporting period:

- Conducting HAZOP studies and implementing necessary major impact controls
- Conducting third-party audits for critical process-oriented plants and implementing controls for high-risk observations
- Moving from manual control to automated control for ensuring that necessary inhibitory levels are maintained for monomers

03

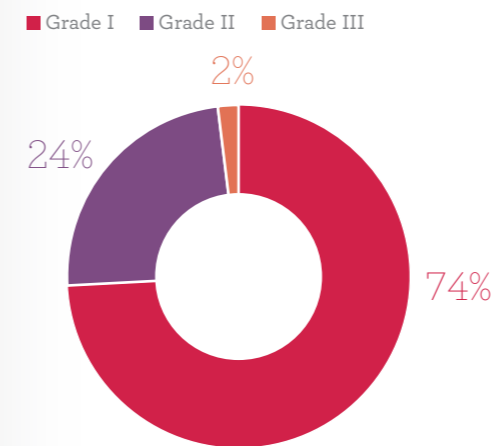
Employee development and diversity

We propagate the right to collective bargaining of our workers and ensure full transparency and trust with our entire workforce. We encourage our employees to be forthcoming, and address their grievances in a rightful manner. Our focus lies on building progressive policies that enable career progression, work-life balance, talent development and employee engagement. We promote diversity and provide equal opportunities for all employees without discriminating based on sex, race, gender, age, religion, disability or any other factor. Our working hours are in adherence with local laws, and our employees are paid in a fair and equitable manner depending on the nature and grade of work.

As of March 31st, 2021, our total employee strength was 6,367. This includes 16 differently abled employees and 358 women. The total strength of our contractual employees was 1,649.

We onboarded 739 employees during FY 2020-21. Out of the total employee strength, about 25% are millennials, while most of our employees have spent over ten years at the organisation. The employee base is spread across the country, with a significant portion engaged in sales and manufacturing. The majority of our employees are within the Grade I category as well as within the 30-50 age group. While 93% of our employees are male, 7% are female. The largest number of new hires during FY 2020-21 were under the age of 30 years. We have an attrition rate of 6.94% as of 31st March 2021. The attrition rate for FY 2020-21 scored better than FY 2019-20, which stood at 9%. This has been possible due to initiatives that ensure employees feel cared for and secure through the Happy and Healthy (HAH) Cares engagement, tracking and checking in with employees, and offering assistance to those who have been affected by COVID-19. We have done this by offering insurance, adhering to the highest safety standards in office, and reinforcing the organisation's focus on the health and safety of our employees through open houses and unmeeting sessions led by our leadership. The voluntary turnover rate for FY 2020-21 is 5.95%.

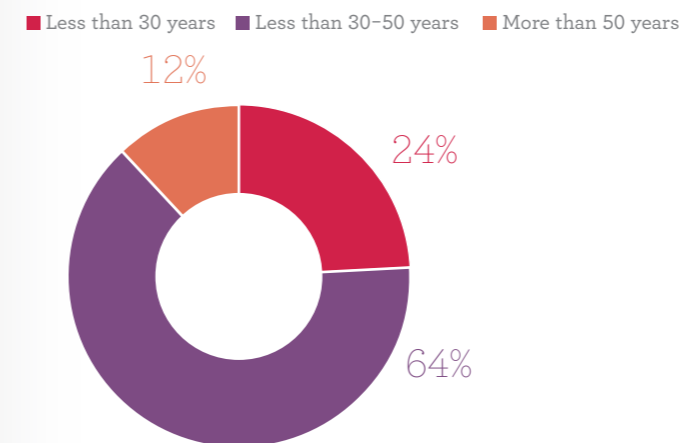
Employee data (PIL work level-wise)



Employee data (PIL work level-wise)

Grades	No. of employees	No. of female employees	No. of male employees
Grade I	4,702	166	4,536
Grade II	1,558	185	1,373
Grade III	107	7	100

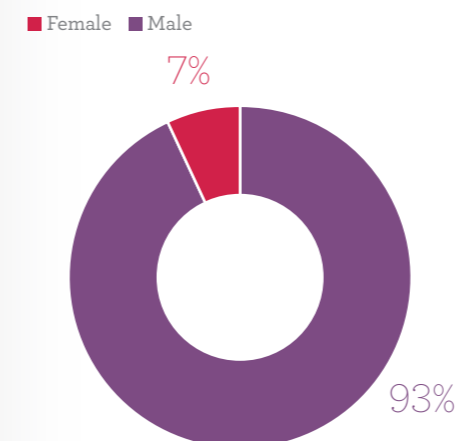
Employee data (age-wise)



Employee data (age-wise)

Age group	No. of employees
Less than 30 years	1,505
Between 30 and 50 years	4,072
More than 50 years	790

Employee data (age-wise)

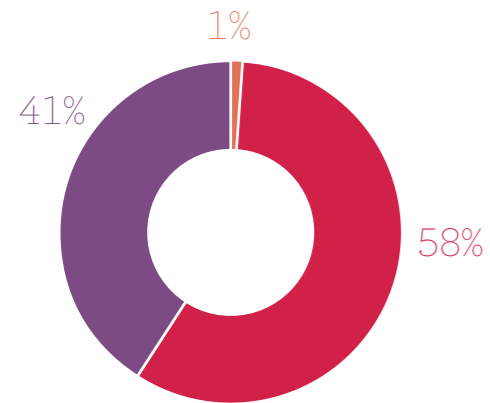


Employee data (gender-wise)

Age group	No. of employees
Female	358
Male	6,009

New hires (age-wise)

■ Less than 30 years ■ Less than 30-50 years ■ More than 50 years

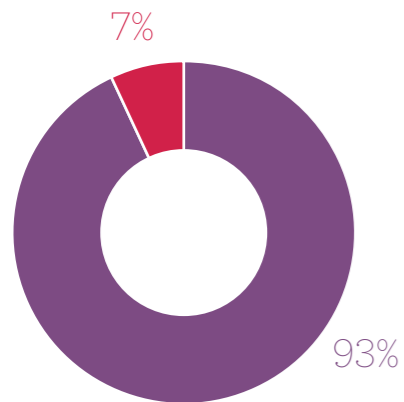


New hires (age-wise)

Age group	No. of employees
Less than 30 years	431
Between 30 and 50 years	302
More than 50 years	6

New hires (gender-wise)

■ Female ■ Male

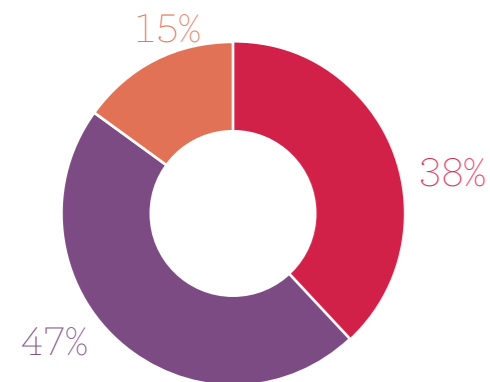


New hires (gender-wise)

Age group	No. of employees
Female	49
Male	690

Attrition (age-wise)

■ Less than 30 years ■ Less than 30-50 years ■ More than 50 years

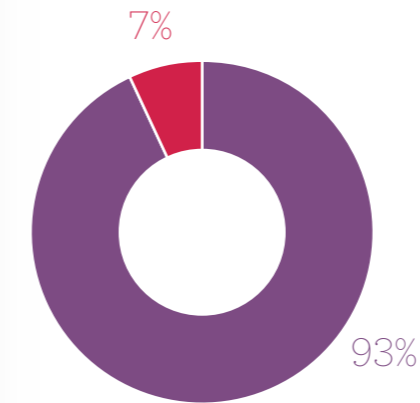


Attrition (age-wise)

Age group	No. of employees	% of relevant age group
Less than 30 years	169	11.22
Between 30 and 50 years	207	5.08
More than 50 years	66	8.35

Attrition (gender-wise)

■ Female ■ Male



Attrition (gender-wise)

Gender	No. of employees
Female	31
Male	411

Learning and development

At Pidilite, we aim to build a well-informed and skilled community where our employees prosper as individual professionals. We believe that learning and development is the key to employee engagement and motivation. FY 2020-21 has proven to be both a challenge as well as an opportunity for our learning and development activities. We have moved from traditional classroom training to the new normal of online interface. Our new learning programmes are designed in the 'digital learning' format, wherein employees can access and complete required trainings accessible from their chosen location. Our future plans attempt to develop our programmes based on 'intelligent learning', where we adapt to an intelligent AI/ML-based personalised learning format.

On implementing this digital transformation, our training hours increased by 63,240, and we enrolled 544 more employees from the last year. The average hours of training also increased from 34 to 41. The decline in number of training hours at the plant level can be attributed to the multiple closures and disruptions caused to the COVID19 restrictions and lockdowns in FY 2020-21.

Induction and integration

Our induction and integration are aimed at familiarising all new recruits with our values and culture. This process is conducted in the early weeks to provide a comfortable transition for the employees into their new roles and to ensure compliance with Pidilite's ethics and norms. We also provide new employees with a good understanding of their role by tutoring them on our systems, processes, policies and business modules during the first six months of their tenure.

In 2020-21, 615 employees enrolled in the induction and integration programme, to ensure effective onboarding and integration.

Young Managers Programme

This flagship programme provides students from the fields of business, technology and research an opportunity to work on live projects in the domains of sales and marketing, supply chain management, finance and research. This platform provides real-time opportunities for students to understand real-life challenges and suggest innovative solutions.

Signature programmes

We are on a journey to build our leadership team through a combination of internally developed talent and campus programmes. Our training seeks to build awareness of the system, processes, policies and business modules that are required by each role. This ensures that new managers integrate well into the Pidilite leadership and can deliver effectively. In FY 2020-21, over 154 managers were engaged in such training programmes. Some of our signature learning programs are as follows:

- Ascent (sales signature programme)
- PACE (R&D signature programme)
- Capstone (leadership development programme)

We also conduct Master Class, a training programme where the functional leadership team educates attendees on major initiatives, key initiatives, SPPBMs (Systems, Processes, Policies and Business Models), ways of working, and various facets of how to deliver on the R&R. There were 1,695 employees enrolled in this programme as on 31st March, 2021.

Academy sessions, meanwhile, are those in which we invite external expert speakers from various domains. These experts come and talk to the employees to encourage and educate them. We trained 682 employees on digital sales and marketing through career academy sessions.

Capstone

Our flagship leadership development programme Capstone for high potential and high performing has been running successfully since 2018 in association with SPJIMR. Each year, we identify 25-30 individuals who meet our criteria for performance and potential to take on leadership roles. The overall programme is designed as a four-month learning journey with the intent to equip participants to become future leaders at Pidilite. The programme consists of classroom interventions on various facets of functional and personal leadership, group coaching to meet specific developmental needs, leadership interactions and action learning projects, wherein the participants work on real business challenges. We have been able to ensure that over 41% of participants move to the next level within a year of graduating from the programme.

Employee training data

Parameter	Unit of measurement	FY 2019-20	FY 2020-21
Total no. of training hours provided - PIL employees	Hrs.	2,69,320	2,06,080
Total no. of PIL employees	Nos.	6,607	6,063
Average hours of training per employee - PIL employees	Hrs./employee	41	34
Total no. of training hours provided - plant location	Hrs.	28210	46,104
Total no. of job work employees (non-PIL employees)	Nos.	5323	7,867
Average hours of training per employee - job work employees (non-PIL employees)	Hrs./employee	5.2	5.86
Average hours of training per employee (PIL + non-PIL) (hrs./employee)	Hrs./employee	25	18

In FY 2020-21, our on-the-job coaching programme included 3,169 employees. An additional 472 employees were enrolled in 'Paathshaala', which aims to ensure the effective onboarding and integration of frontline sales and marketing team. Our integration programme includes modules on introduction to company norms, policies, processes and working culture. During FY 2020-21, we spent ₹ 1.91 crore on L&D and Talent Management. For continuous development of our employees, we also sponsor them to participate in various externally organized conferences. However, owing to the COVID-19 pandemic, we did not undertake this initiative in FY 2020-21.

Compensation and benefits provided to employees

Our compensation philosophy is structured around the tenets of pay for role delivery. We conduct an annual compensation benchmarking exercise with an external consultant to ensure that our employee compensation is fair and at par with the rest of the market. There is a structured process for arriving at annual revisions in compensation for all employees.

We have various employee benefits that can be accessed by all employees. Our medical scheme covers hospitalisation, doctor on-call facility, employee assistance programmes (mental well-being), medical check-ups, a 24/7 grievance helpline, and cultural and sports initiatives for employee well-being. Female employees are eligible for a parental leave of six months, whereas male employees are entitled to five days of paternal leave. Due to COVID-19, we have revamped our medical policy and processes to accommodate the rising need of emergency care and general medical assistance.

Long Service Awards

The Long Service Awards ceremony is organised to express our gratitude to long-serving employees at Pidilite. The ceremony is held three to four times a year, where the directors meet and thank all long-service employees, irrespective of their seniority at work. Recognition for the long service awards starts at 15 years of service and has recognised people with nearly 35 to 40 years of service at Pidilite. Almost 50 to 60 employees receive these awards every year. This year, due to COVID-19 restrictions and protocols, the ceremony was hosted virtually, and attended by the Chairman, directors and employees.

Listening and responding to feedback

Listening has been an integral part of our culture, right from the inception of the Company and is, therefore, deeply ingrained in our fundamental ways of working. Our culture encourages speaking up, supported by our core value of fairness.

Transparency, empathy and respect

We have an open-door policy across the organisation, which ensures that any employee can reach out to their colleagues or senior management. They can give their feedback, raise issues or air their grievances, and expect a fair response. A lot of our employees use this cultural enabler to ensure that their day-to-day work life is well-managed and hassle-free. We understand that our employees' willingness to speak up depends greatly on our culture of listening respectfully, giving due consideration to feedback, and acting upon it with sincerity, regardless of who has given it. We follow the same approach towards the feedback received from external stakeholders like dealers, influencers, users and consumers.

We also have unique forums like MD Live, Birthday Lunch hosted weekly by our directors, My Pidilite (open 24X7 to employees) and Sampark – a one-to-one interaction initiative, to name a few.

Workplace

Workplace is the online communication and collaboration platform connecting all our employees. One of its primary purposes has been to share best practices and inspiring stories of achievement by employees in or outside their work area with their own teams, directly with the leadership or the whole organisation.

During the COVID-19 lockdown, Workplace was flooded with stirring stories of our employees who stepped outside their safety and comfort zones to help the community. These stories gave us hope and encouragement to carry on through these uncertain times and inculcated a sense of pride amongst members of the Pidilite family.

Healthy and Happy

The Healthy and Happy (HAH) movement was launched in 2017, supported by 50 jugnoos (fireflies), who are known for their energising cheer and laughter. HAH's calendar reflects the pillars of mind, body and spirit through national and regional festivities, employee events, local office events, birthdays and more.

Our senior leadership ensures that all achievements and milestones are celebrated by impromptu get-togethers, recognition and spontaneous tea parties, among much more. The HAH movement saw great participation, with over 65% of the employees engaging in its activities in FY 2020-21.

Employee engagement diagnostic surveys

We conduct an annual engagement survey to understand employee engagement levels across the organisation. The findings of this survey help us understand and curate initiatives for different target groups and address engagement gaps, wherever present. There are two surveys conducted for the same:

1. Great Place to Work Survey.

This survey consists of questions specific to the work and processes at Pidilite.

2. Sustainability Engagement Survey conducted by Willis Towers Watson.

The survey comprises of three factors.

- **Engaged.**

The first is engagement as traditionally defined: The employee's rational and emotional attachment to the company and willingness to exert extra effort on its behalf (e.g., the classic "Think, Feel and Act" model).

- **Enabled.**

The second factor is the extent to which employees have the tools and resources they need to do the job, which we regard as the extent to which they are enabled.

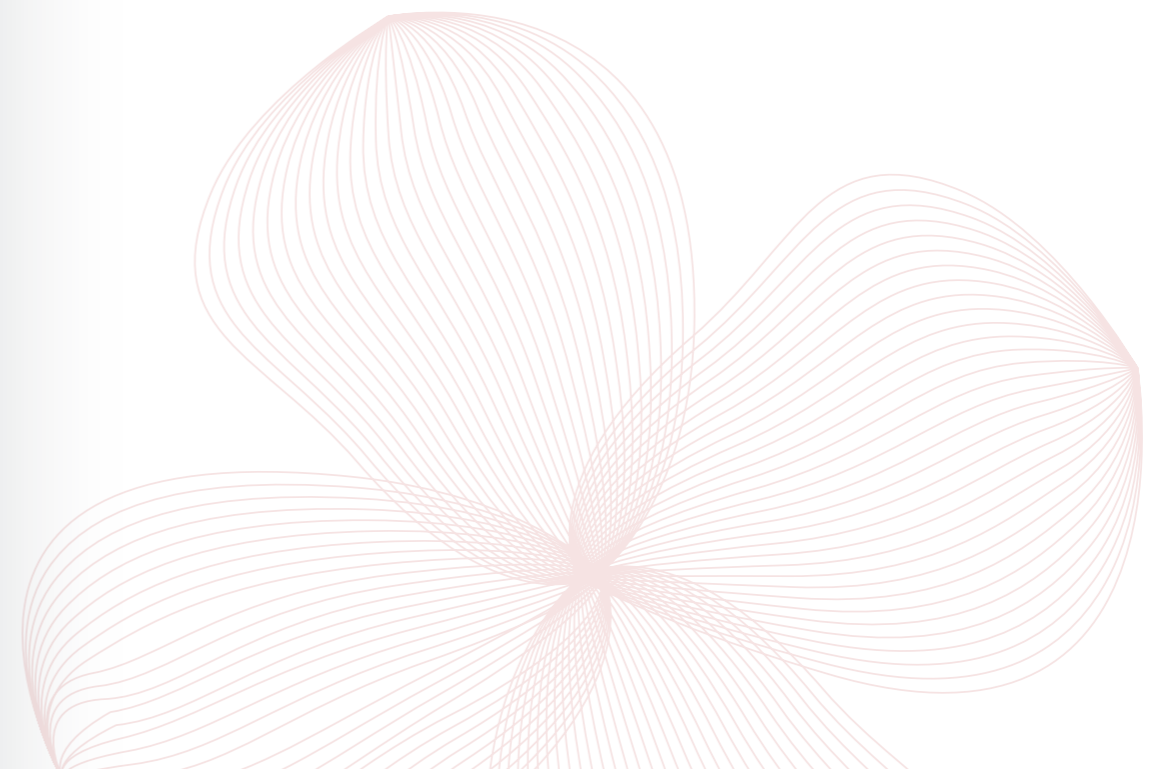
- **Energised.**

The third factor measures whether employees are energised, gauging their physical, interpersonal and emotional well-being at work.

COVID-19 relief intervention

We are an employee-first organisation, and well-being is an integral part of our personnel management approach. All our activities are centered around the health, well-being and happiness of our employees. Since March 2020, the COVID-19 pandemic has posed unprecedented challenges at the workplace, calling for relief interventions to become a primary focus area.

As part of our response to the COVID-19 pandemic, various initiatives were either started or tailored to keep up with employee needs arising from the evolving situation. These initiatives were accessible to our employees as well as their families.

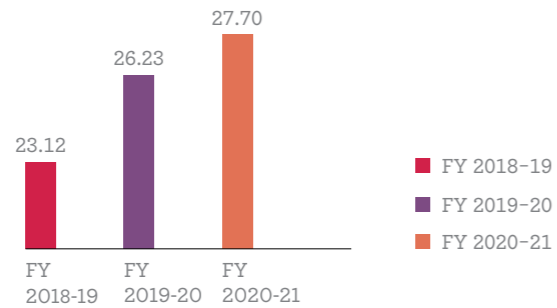


Sr. No.	Type of intervention	Initiatives undertaken	Impact
1	Wellness under HAH	<p>Beat COVID-19: A series of sessions was conducted to create awareness around COVID-19 for patients, their families and caregivers. This was done to spread information and inform employees of recommended safety measures.</p>	<ul style="list-style-type: none"> Wellness intervention have created awareness amongst employees about COVID-19, with an average of 1,000 employees attending each session Counselling support has helped employees and their families cope with their challenges More than 20 'Health Hour' sessions have helped employees strike a balance in their day-to-day well-being Self-help resources have enhanced the sense of belongingness, with leaders appreciating and advocating their use Manager module has helped managers feel more confident while dealing with the emotional concerns that the team faces due to COVID-19 crisis
		<p>Employee Assistance Programme: We provided counselling support to employees and their families in the areas of stress management, coping with anxiety, parenting challenges, relationship-building, and self-development to ensure mental and physical well-being during the pandemic.</p>	
		<p>Health Hour sessions: Certain well-being sessions were conducted by experts who were invited to generate awareness around fitness, nutrition, mental well-being, ergonomics, stress management, building resilience, crisis management for managers and more.</p>	
		<p>Open self-help resources:</p> <ul style="list-style-type: none"> The COVID-19 'No-Panic' handbook Support your co-worker through COVID-19 Etiquette for productive meetings during work from home Guide for caregivers in-line with those issued by the Ministry of Health 	
		<p>Manager module for Employee Assistance Programme: A series of sessions and learning modules were formulated and assigned to managers to ensure the mental health and well-being of their teams</p>	
2	Safety interventions	<p>We conducted regular testing of employees at our units, warehouses and office locations</p>	<ul style="list-style-type: none"> Restored confidence in employees about safe working environment, and a sense of comfort at work Increased confidence in the organisation's intention to take care of employees
		<p>Thorough disinfection and sanitisation of various premises and transport were carried out.</p>	
		<p>Employees were given preventive care allowance to procure personal protective equipment and sanitisers</p>	
		<p>Employees were given additional travel reimbursement under the Safe Travel initiative</p>	

3	Policy support	<p>Employees were given COVID-19 medical expense reimbursement and special COVID-19 insurance</p>	<ul style="list-style-type: none"> The policies eased out sudden financial burden for employees Enhanced the sense of belongingness amongst our workforce
		<p>COVID-19 leaves were calculated separately from regular medical leaves and annual leaves</p>	
		<p>We enhanced the premature death pension scheme to make it more suitable to COVID-19 needs</p>	
		<p>Committed to pay hourly workers even when they were asked to stay at home during the pandemic</p>	
4	Live doctor support	<p>Provided a doctor on call available for employees and their families 24x7</p>	<ul style="list-style-type: none"> Early detection and treatment, leading to early recovery Created awareness among employees Encouraged a no-panic situation
		<p>We listed hospitals with contact details in case employees were unable to access publicly available resources</p>	
5	Motivation programme	<p>COVID Warriors - Recognising employees who are helping those in need</p>	Mental and psychological peace and well-being
		<p>Unmeetings - An hour of pure entertainment with no official agenda</p>	
6	COVID-19 task force	<p>Hospitalisation care - To help employees during the tough situation of looking for hospitals</p>	Support to employees in case of testing, hospitalisation, local quarantine and vaccination
		<p>Quarantine care - To monitor employees during quarantine care and raise alarm to the hospitalisation team</p>	
		<p>24x7 helpline to track employee wellness and well-being, allowing proactive treatment and care</p>	
		<p>Employee helpline Workplace page: Employees could share support needed, as they are based out of multiple locations</p>	

Highlights for FY 2020-21
CSR spend (in ₹ crores)

CSR spend (₹ in crores)



Beneficiaries from ITI courses

Sr. No.	Financial Year	No. of beneficiaries
1	2018-19	7,000
2	2019-20	13,000
3	2020-21	14,500

Female beneficiaries of Self-Help Groups

Sr. No.	Financial Year	Percentage
1	2018-19	50%
2	2019-20	81%
3	2020-21	100%

We aim to contribute to the socioeconomic development of the communities within which we operate. Our corporate social responsibility efforts are focused on education, rural development, healthcare and general semantics. They are developed in line with the Companies Act, 2013. These projects are devised with due consideration for the needs of the communities in the vicinity of our plants, and are undertaken with the support of various implementation partners. We work parallelly with governmental agencies and align our initiatives with various development schemes that promote inclusive growth.

Most of our CSR activities are centered in the villages of Gujarat. However, considering their positive outcome, we plan to conduct similar initiatives in the areas surrounding other facilities. In case any grievances are received, they are dealt with through communications and liaisoning with the communities.

Agriculture and horticulture

We have been supporting partner organisations for agriculture activities and horticulture crops through collaboration with subject matter experts and relevant national institutions. During the year, we have assisted in the formation of 132 new Farmer Clubs (covering 2,057 additional farmers) in Bhavnagar and Amreli districts (for cotton, groundnut, onion and other relevant crops). With these additions, there are now 580 Farmer Clubs, covering over 15,000 farmers.

The data of 15,000 farmers (4,500 farmers added during the year) has been geo-tagged with area mapping on a digital portal. This helps in enhanced analysis for adoption of best practices, such as soil management, intercropping and drip irrigation. Geo-tagging has facilitated the provision of specific initiatives for farmers concerning improvement of yield and reduction in the cost of cultivation. About 69% of the farmers actively used these recommendations, which resulted in a 10% decrease in the cost of cultivation for cotton and groundnut. The knowledge series of booklets on various crops and agricultural practices continues to benefit our Farmer Clubs.

A major breakthrough has been shifting farmers from chemical fertilizers to bio-based fertilizers. While 6,100 farmers have significantly decreased de-topping of cotton crops chemical fertilizer by 35%, another 950 farmers have begun organic farming by widely using jivamrut and bijamrut. We have continued the fruit and vegetable initiative, and have developed 36 wadis (one-acre orchard) along with shade nets for replication of vegetable and fruit crops.

We have also initiated three new centres for expansion of agriculture initiative at Maydhar and Sihor (Bhavnagar district) and Arnej (Gir Somnath district).



Farmer Producer Organisation

We continue to support Farmer Producer Organisation (FPO) for various activities. The FPO has continued collective procurement of various inputs, which is helping farmers fetch higher prices than the local market. The total turnover of the FPO was ₹ 3.70 crore in FY 2020-21. A major portion of the margins has been transferred to over 3,000 farmers.

The FPO has, in collaboration with the Government of Gujarat, through its Custom Hiring Center (CHC) in Mota Khutavda village, continued to support marginal farmers by providing agricultural equipment at nominal rental rates for use in their fields whenever needed. For the next year, FPO has an ambitious plan for input procurement and various value addition exercise of locally grown crops.



Centre for Agriculture-Horticulture Development at Gram Daxinamurti, Manar

Our centre has developed and demonstrated agro-techniques for new and high value medicinal and aromatic crops to farmers. New introductions include citronella and lemongrass, used as a powerful insect repellent and disinfectant; palmarosa and vetiver, used in perfumery and cosmetics; senna, a controlling laxative for constipation; shataveri, an influential apoptogenic herb used in the treatment of antibacterial and anti-fungal infection and as galactagogue; kalmegh, an influential herb used for the treatment of various diseases; aloe vera, used for digestive health and skincare; madhushani, a powerful anti-diabetic plant; french basil and tulsi, an immunomodulator; and spices like coriander, fennel (saunf), ajwain, dill and fenugreek. Thousands of farmers in collaboration with government departments from 35 adjoining villages have received training at our newly constructed Farmer Training Centre.

An integrated portable low-cost Gobar Urja Recovery Unit (GURU) was established at the centre to enable farmers to learn and adopt this technology. This unit is integrated with vermicomposting and vermiwash. The biogas unit helps reduce the emission of methane, thereby maintaining the ecological balance. The centre has effectively demonstrated protected cultivation with micro-irrigation system for plant multiplication vis-à-vis prevention of pests and diseases. Another major step forward is the development of the valuable fruit fly trap, which is a non-chemical approach to control mango fruit fly, a major pest affecting productivity.

A joint collaborative project on aromatic citronella crop with the government covering approximately 100 acres has been completed successfully. This will benefit farmers of the region for affordable availability of planting material. A water resource conservation initiative at the centre covered more than 75 acres with hundred percent drip irrigation system. The Farmer Training Centre is capable of training more than 500 farmers at a time and supports many initiatives of the Gujarat Government as well as central government. It also carries out skill development and live demonstration with the help of resource scientists from various parts of the country. A state-of-the-art Research &

Development Centre, Quality Control Lab as well as Pilot Plant for post-harvest processing and value addition have also been provided at the centre.



Seaweed Consortium – Indian Centre for Climate and Societal Impact Research (ICCSIR)

We have extended our support to ICCSIR, a non-profit organisation incorporated as per the provisions of Section 8 of the Companies Act, 2013. Under the umbrella of ICCSIR, a consortium has been formed by Excel Industries Ltd., Pidilite and Mamata group, with the unified interest of building a technology for the production addition of selected seaweeds, as seaweeds have the potential to reverse the greenhouse effect and restore atmosphere, processing and value. The focus of the consortium is to tap the potential of blue economy, i.e. sustainable use of ocean resources.



Animal husbandry

We continued our initiative of identifying and replicating best practices among farmers, and observed a significant increase in the milk yield where farmers adapted such improved practices. In order to deal with restrictions in travel during the pandemic, on-call animal health advisory service was provided to 850 farmers, involving approximately 8,000 cattle.

A pilot cattle feed unit was started at Kalsar to produce nutritious fodder at a reasonable cost. This fodder was produced with raw materials available in nearby villages. It has been proposed to scale up production based on the results of this pilot experiment.

Under the continuing project of 'sexed semen', a cumulative 175 cattle have been given sexed semen and the conception of female calf is observed in most of the cases. In addition, normal artificial insemination has continued, with the objective of improving the breed of animals through qualified workers.



Initiatives for women

We have helped form, nurture and develop 130 new self-help groups (SHGs) known as Mahila Mandals in Bhavnagar, Talaja and Amreli. More than 1,500 additional women became members of these SHGs. With this, the total number of SHGs has reached 570 with 6,400 members. Three additional village organisations were created during the year to support the SHGs.



Training centres for SHG women

Our new Training and Quality Assessment Centre became functional at Kalsar during the year. This centre focusses on developing technical, financial and managerial skills of women to enable them to start and operate a business. We have also undertaken a public-private partnership with the Government of Gujarat's Rurban Mission to develop infrastructure for SHGs to undertake livelihood generation activities in Kikariya and Mota Khutavda villages.

During the year, SHGs sponsored by us at Biladi village started making sanitisers and a variety of aloe vera products. Other SHG units initiated by us started making khakhra, pickles, cotton mask in the villages of Khadasali, Manar and Bagdana. A new logistics warehouse has been made operational in Mahuva to support and take care of the needs of SHG businesses. Procurement, logistics and marketing support was provided to various SHG businesses making different products.

An exhibition was organised for all SHGs located in Gujarat and other states to showcase their products on Women's Day on 8th March 2021. The SHG supported by us, Bapa Sita Ram Water Shed unit located at Biladi Village of Mahuva Taluka (Bhavnagar), won the award for the best SHG in Gujarat.



Water resource management

We have continued our support for five watershed centers in Bhavnagar and Amreli districts to create watershed structures. We also continue our support for water management activities with the Department of Narmada, Water Resources, Water Supply and Kalpsar Department of the Government of Gujarat, in the PPP model. In 2020-21, construction of 59 check dams and 220 farm ponds was completed and deepening of 22 ponds was conducted.

We have also initiated the development of 66 water structures (51 check dam and 15 ponds) for the coming year and additional water structures are under discussion with the government for next year.

During the year, 1,200 hectares of additional farmland were converted to micro irrigation and more than 110 additional wells, spanning over 40 villages, were recharged, for improving the quality of groundwater. Cumulatively, it has translated into 4,000 hectares of micro irrigation on farmland and 1,117 well recharges in 100 villages.



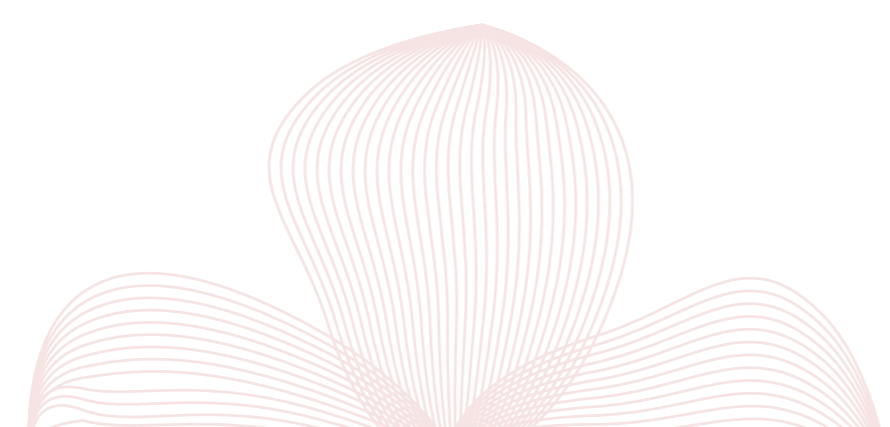
Tree plantation

We have collaborated with the State Forest Department and initiated a massive plantation drive with the help of the local community. A total of 1.59 lakh trees were planted in FY 2020-21 through the mobilisation of farmer clubs, schools and SHGs.



Sanitation

We provided support for building 2,360 new toilets (taking the total to over 15,700 till date) in Mahuva Taluka. We also continue to work closely with the government and provide support to households to achieve the vision of open defecation-free status for the villages of Mahuva taluka, Gujarat.



Education

We have supported the rejuvenation and maintenance of 129 government schools in order to improve the infrastructure and provide pleasant learning environment to children. Due to the COVID-19 pandemic, the normal working of WaGaLe (Wanchan-Ganan-Lekhan) was impacted. However, the initiative was partially carried out for 700+ children.

We have also continued our support to the Shri N N Mehta Memorial Education Trust, which provided scholarships amounting to ₹ 42.57 lakh to 302 deserving students for higher education. The increase in number of students getting scholarships and prizes is an indication of improvement in the standard of education in the area. Further, we continue our support to Shri Balvant Parekh Science City (a modern science museum) in Bhavnagar. During the year, 90,915 students benefitted from 14 online sessions conducted on various subjects



Skilling

We have continued our collaboration with the Government of Gujarat's Directorate of Employment and Training (under Labour and Employment Department) for the seventh year, to strengthen the skill ecosystem in the state. During the year, a total of 14,500 trainees from around 194 ITIs benefitted from online classes for carpentry, plumbing, electrical and construction technician courses. Moreover, we supported four ITIs for plumbing and carpentry courses in Rajasthan. We have been an industry partner for nine ITIs, under the PPP (Public-Private Partnership) scheme of Government of Gujarat, where efforts are focussed on strengthening training delivery, both in scale and quality.

We have also continued our collaboration with Kaushalya Vardhan Kendras (KVKs) for providing skill training, mainly in 10 sectors covering 78 courses. During the year, more than 3,000 trainees availed online skill training. 1 lakh masks, which were produced in these ITIs and KVKs, were distributed to COVID warriors and other people in need.



Health

We have continued our support to Hanumant Hospital, which was the first hospital in Bhavnagar district that started treatment of COVID-19 at the taluka level. More than 10,000 patients were screened for COVID-19 symptoms and 986 critical patients have been treated. The hospital ensured that all necessary equipment such as ventilators, oxygen concentrators and BiPAP monitors were made available in adequate numbers for COVID-19 patients.

We also supported free vaccination for approximately 4,000 beneficiaries at Hanumant Hospital as well as other locations in Mahuva. Further, support was provided to the Government Medical College (Bhavnagar) to bridge the gap in availability of certain medical equipment required to treat COVID-19 patients. During the year, Hanumant Hospital treated over 43,698 outpatients and 8,952 admitted patients, performed over 3,167 surgeries, and successfully handled 4,038 emergency cases. Four educational training programmes were conducted for the medical fraternity. Eight specialty medical camps were conducted (in-house as well as in surrounding villages) under the Doctor Connect programme.



B K Parekh Parkinson's Disease and Movement Disorder Society

Our B. K. Parekh Parkinson's Disease and Movement Disorder Society works to improve the quality of life of persons with Parkinson's disease. The society operates nine centres in Gujarat and two in Pune. Due to the COVID-19 pandemic, these centres have used online platforms for conducting various activities relating to physiotherapy, speech therapy, occupational therapy, psychological guidance, yoga, diet and nutrition guidance. Additionally, webinars by expert doctors on various subjects were conducted, with specialised programmes aimed at caregivers.



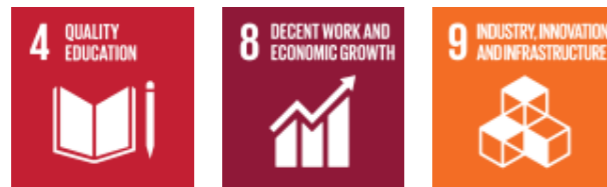
Swachhta initiative

We have continued our collaboration with the Swachh Bharat Mission (Urban), government of Gujarat and Mahuva Nagarpalika for cleanliness drive. During the reporting year, the focus of the pilot initiative was twofold, i.e. streamlining processes of Mahuva Nagarpalika related to regular cleaning of roads, allocation of dust bins, training of safai karamcharis, provision of fogging machines and repair, and renovation of community toilets.



Balvant Parekh Centre for General Semantics and Other Human Sciences, Baroda

Although most of the academic and outreach programmes of our centre were impacted due to the COVID-19 pandemic, we managed to publish three issues of the international academic journal 'Anekaant: A Journal of Polysemic Thought'. These include the spring 2019-20 special issue titled 'General Semantics and Indian Philosophical Thought: A Comparative Approach', the autumn 2020-21 special issue titled 'General Semantics and Media Ecology', and a general issue, comprising of essays on Indian and world literary and cultural studies. The journal 'Waste Segregation Unit' at Nagarpalika continues to garner positive responses from readers.



Key Performance Indicators

Indicators	Unit of Measurement	Performance for FY 2020-21	Performance for FY 2019-20	Performance for FY 2018-19	
Economics					
a.	Production	MT	4,33,346	4,22,323	4,02,360
b.	Sales	INR in crores	6,187	6,290	6,047
c.	Revenue	INR in crores	6,216	6,484	6,286
d.	R&D Expenses	INR in crores	73	71	64
e.	CSR Expenses	INR in crores	28	61	24
Employee					
a.	Attrition Rate	%	6.94	9	9
b.	Total Employees	Nos.	6,367	6,063	5,742
c.	Female Employees	Nos.	358	339	352
d.	Injury Rate		0.02	0.02	0.05
e.	Lost Day Rate		0.07	0.1	1.03
Environment Protection					
a.	Energy Consumption	000' GJ	601	768	771
b.	Energy Ratio	GJ/MT	1.39	1.82	1.92
c.	Energy Generated from renewable energy sources (Fuel + Electricity)	% of total energy consumed	61	52	45
d.	Renewable and less polluting fuel use (Briquette & PNG)	% of total fuel consumed	81	71	58
e.	Scope 1 Emissions	tCO2	39,475	52,046	55,337
f.	Scope 2 Emissions	tCO2	36,571	41,904	33,499
g.	Greenhouse gas saved (Due to Wind Energy generation)	tCO2	4,029	4,534	5,412
h.	Greenhouse gas saved (Due to Solar Energy generation)	tCO2	1,264	1,467	1,607
i.	Greenhouse gas saved (Through Energy Reduction Projects)	tCO2	346	411	319
j.	Water Withdrawal	000' KL	856	935	956
k.	Water Ratio	KL/MT	1.98	2.22	2.38

l.	Total rainwater harvested (rooftop water harvested and reused from all structures active till year of declaration)	KL	82,256	86,796	54,451
m.	Water Balance (Difference between rainwater harvested and freshwater withdrawn)	KL	(59,49,207)	(39,14,388)	(12,04,758)
n.	Effluent Discharged (Industrial & Domestic)	KL	3,65,556	4,26,220	4,26,028
o.	Post-Consumer use Plastic Recycled (Non MLP)	MT	2985	1440	530
p.	Post-Consumer use Plastic Recycled (MLP)	MT	2225	1780	296

Annexure 1 - GRI Content Index

GRI Standard	Disclosure	Reference section/ Page No.	Omission	
GRI 101: Foundation 2016 (GRI 101 does not include any disclosures)				
General Disclosures				
GRI 102 General Disclosures 2016	Organization Profile			
	102-1	Name of the organization	Page 01	
	102-2	Activities, brands, products, and services	Page 02	
	102-3	Location of headquarters	Page 02	
	102-4	Location of operations	Page 02	
	102-5	Ownership and legal form	PIL AR Page 110,157,158	
	102-6	Markets served	Page 02,05	
	102-7	Scale of the organization	Page 02, 73,74	
	102-8	Information on employees and other workers	Page 51-63	
	102-9	Supply chain	Page 29,30	
	102-10	Significant changes to the organization and its supply chain	In FY 2020-21, there were no significant changes to company and our supply chain operations.	
	102-11	Precautionary Principle or approach	Page 02	
	102-12	External initiatives	Page 22	
	102-13	Membership of associations	Page 22	
	Strategy			
	102-14	Statement from senior decision-maker	Page 01	
	102-15	Key impacts, risks, and opportunities	Page 20,21	
	Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	Page 03		
102-17	Mechanisms for advice and concerns about ethics	Page 22,23		
Governance				
102-18	Governance structure	Page 19,20,21		

Stakeholder engagement			
102-40	List of stakeholder groups	Page 08	
102-41	Collective bargaining agreements	Currently, we do not track this information.	
102-42	Identifying and selecting stakeholders	Page 07,08	
102-43	Approach to stakeholder engagement	Page 07,08	
102-44	Key topics and concerns raised	Page 07,08	
Reporting Practice			
102-45	Entities included in the consolidated financial statements	Page 02	
102-46	Defining report content and topic boundaries	Page 05	
102-47	List of material topics	Page 10,11	
102-48	Restatements of information	Page 47,48	
102-49	Changes in reporting	Page 10	
102-50	Reporting period	Page 05	
102-51	Date of most recent report	18/05/2021	
102-52	Reporting cycle	Page 05	
102-53	Contact point for questions regarding the report	Page 05	
102-54	Claims of reporting in accordance with the GRI Standards	Page 05	
Material Topics			
GRI 201: Economic Performance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 10,11,18,31
	103-2	The management approach and its components	Page 18,31
	103-3	Evaluation of the management approach	Page 18,31
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Page 33
GRI 205: Anti-Corruption			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 18,19
	103-2	The management approach and its components	Page 18,19
	103-3	Evaluation of the management approach	Page 18,19

GRI 205: Anti-Corruption	205-1	Operations assessed for risks related to corruption	No significant risk related to corruption have been identified	
GRI 301: Materials				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,35	
	103-2	The management approach and its components	Page 35	
	103-3	Evaluation of the management approach	Page 35	
GRI 301: 2018	301-1	Materials used by weight or volume	Page 45,46	
GRI 302: Energy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,35	
	103-2	The management approach and its components	Page 35	
	103-3	Evaluation of the management approach	Page 35	
GRI 302: Energy	302-1	Energy consumption within the organization	Page 39,40,41	
	302-3	Energy intensity	Page 41	
	302-4	Reduction of energy consumption	Page 42	
GRI 303: Water				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,35	
	103-2	The management approach and its components	Page 10,11,35	
	103-3	Evaluation of the management approach	Page 10,11,35	
GRI 303: Water and Effluents	303-3	Water withdrawal	Page 43,44	
	303-4	Water discharge	Page 44,45	
	303-5	Water consumption	Page 43,44	
GRI 305: Emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,35	
	103-2	The management approach and its components	Page 10,11,35	
	103-3	Evaluation of the management approach	Page 10,11,35	

GRI 305: Emissions	305-1	Direct (Scope 1) GHG emission	Page 46,47	
	305-2	indirect (Scope 2) GHG emissions	Page 46,47	
	305-3	Other indirect (Scope 3) GHG emissions	Page 46,47	
	305-4	GHG emissions intensity	Page 47	
	305-5	Reduction of GHG emissions	Page 47	
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other	Page 47	
GRI 306: Effluents and Waste				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,35	
	103-2	The management approach and its components	Page 10,11,35	
	103-3	Evaluation of the management approach	Page 10,11,35	
GRI 306: Effluents and Waste	306-1	Water discharge by quality and destination	Page 44,45	
	306-2	Waste by type and disposal method	Page 47,48	
	306-3	Significant spills		Omitted
GRI 307: Environmental Compliance				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,35	
	103-2	The management approach and its components	Page 10,11,35	
	103-3	Evaluation of the management approach	Page 10,11,35	
GRI 307: Environmental Compliance	307-1	Non-compliance with environmental laws and regulation	Page 49	
GRI 401: Employment				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,51	
	103-2	The management approach and its components	Page 10,11,51	
	103-3	Evaluation of the management approach	Page 10,11,51	

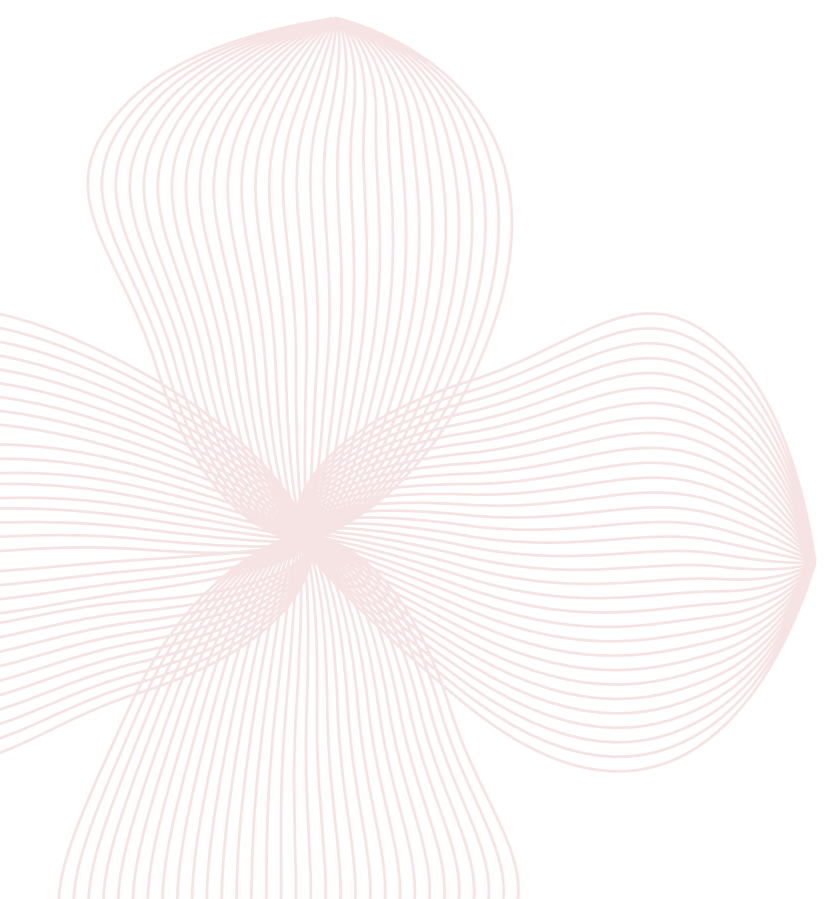
GRI 401: Employment	401-1	New employee hires and employee turnover	Page 56,57	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employee	Page 58,59	
	401-3	Parental leave	Page 59	
GRI 403: Occupational health and safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,51	
	103-2	The management approach and its components	Page 10,11,51	
	103-3	Evaluation of the management approach	Page 10,11,51	
GRI 403: Occupational health and safety	403-8	Workers covered by an occupational health and safety	Page 52,53,54	
	403-9	Work-related injuries	Page 52,53,54	
	403-10	Work-related ill health	Page 52,53,54	
GRI 404: Training and Education				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,51	
	103-2	The management approach and its components	Page 10,11,51	
	103-3	Evaluation of the management approach	Page 10,11,51	
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Page 59	
	404-2	Programs for upgrading employee skills and transition assistance programs	Page 57,58	
	404-3	Percentage of employees receiving regular performance and career development reviews	Page 57,58,59	
GRI 405: Diversity and Equal Opportunity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,51	
	103-2	The management approach and its components	Page 10,11,51	
	103-3	Evaluation of the management approach	Page 10,11,51	
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Page 55	

	405-2	Ratio of basic salary and remuneration of women to men		Omitted
GRI 413: Local Communities				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,51	
	103-2	The management approach and its components	Page 10,11,51	
	103-3	Evaluation of the management approach	Page 10,11,51	
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	Page 64-72	
	413-2	Operations with significant actual and potential negative impacts on local communities		Omitted
GRI 416: Customer Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundaries	Page 10,11,51	
	103-2	The management approach and its components	Page 10,11,51	
	103-3	Evaluation of the management approach	Page 10,11,51	
GRI 416: Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and service	Page 54	

Annexure 2 - NVG SEE Linkage & UNGC Content Index

NVG SEE Principle	Chapter from Report	Page No.
Principle 1: Ethics, Transparency and Accountability	Ethical business and transparency	22,23
Principle 2: Maximizing the Sustainability of goods and services throughout their lifecycle	Sustainable Innovation	24-27
Principle 3: Enriching the quality of life of employees and maximizing their potential	Employee development and diversity	54-57
Principle 4: Inclusive growth through stakeholder engagement	Stakeholder engagement	07,08
Principle 5: Businesses should respect and promote human rights	Stakeholder engagement, ethical business and transparency	07,08,22,23
Principle 6: Protecting the Environment	Enhancing operational eco-efficiency	35-49
Principle 7: Policy Advocacy	NA	
Principle 8: Inclusive growth and equitable development	Caring for People	51-72
Principle 9: Value to customers	NA	

UNGC Principle	Chapter from Report	Page No.
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	Stakeholder engagement, ethical business and transparency	07,08,22,23
Principle 2: Make sure that they are not complicit in human rights abuses.	Ethical business and transparency	22,23
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Employee development and diversity	54-57
Principle 4: The elimination of all forms of forced and compulsory labour	Caring for People	51-63
Principle 5: The effective abolition of child labour	Accountability, trust and value creation	18-33
Principle 6: The elimination of discrimination in respect of employment and occupation	Employee development and diversity	54-57
Principle 7: Businesses should support a precautionary approach to environmental challenges	Enhancing operational eco-efficiency	35-49
Principle 8: Undertake initiatives to promote greater environmental responsibility	Enhancing operational eco-efficiency	35-49
Principle 9: Encourage the development and diffusion of environmentally friendly technologies	Sustainable Innovation, Enhancing operational eco-efficiency	24-27, 35-49
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Ethical Business and transparency	22-23



Annexure 3 - UN SDG linkage

UN Sustainable Development Goal	Report section	GRI Material aspect	GRI Indicator
 1 NO POVERTY	No poverty - End poverty in all its forms everywhere	Caring for People	GRI 413: Local Communities 413-1 413-2
 2 ZERO HUNGER	Zero hunger - End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Caring for People	GRI 413: Local Communities 413-1 413-2
 3 GOOD HEALTH AND WELL-BEING	Good health and well-being - Ensure healthy lives and promote well-being for all at all ages	Enhancing operational Eco-efficiency	GRI 301: Materials 301-1
		Caring for people	GRI 403: Occupational health and safety 403-8 403-9 403-10 GRI 413: Local Communities 413-1 413-2
 4 QUALITY EDUCATION	Quality education - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Caring for People	GRI 404: Training and Education 404-1 GRI 413: Local Communities 413-1 413-2
 5 GENDER EQUALITY	Gender equality - Achieve gender equality and empower all women and girls	Caring for people	GRI 401: Employment 401-1 401-2 401-3 GRI 405: Diversity and Equal Opportunity 405-1 405-2 GRI 413: Local Communities 413-1 413-2
 6 CLEAN WATER AND SANITATION	Clean water and sanitation - Ensure availability and sustainable management of water and sanitation for all	Enhancing operational Eco-efficiency	GRI 303: Water 303-3 303-4 303-5
		Caring for people	GRI 413: Local Communities 413-1 413-2
 7 AFFORDABLE AND CLEAN ENERGY	Affordable and clean energy - Ensure access to affordable, reliable, sustainable and modern energy for all	Enhancing operational Eco-efficiency	GRI 302: Energy 302-1 302-3 302-4

 8 DECENT WORK AND ECONOMIC GROWTH	Decent work and economic growth - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for	Accountability, Trust, and Value creation	GRI 102: Governance Strategy GRI 201: Economic Performance	102-18 102-15 201-1
		Caring for People	GRI 413: Local Communities	413-1 413-2
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Industry, innovation and infrastructure - Build resilient infrastructure, promote sustainable industrialization and foster innovation	Accountability, Trust, and Value creation	GRI 416: Customer Health and Safety	416-2
 10 REDUCED INEQUALITIES	Reduced inequalities - Reduce inequality within and among countries	Caring for People	GRI 413: Local Communities	413-1 413-2
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Responsible production and consumption - Ensure sustainable consumption and production patterns	Caring for People	GRI 413: Local Communities	413-1 413-2
 13 CLIMATE ACTION	Climate action - Take urgent actions to combat climate original design change and its impacts	Enhancing operational Eco-efficiency	GRI 305: Emissions	305-1 305-2 305-3 305-4 305-5 305-7
			GRI 306: Effluents and Waste	306-1 306-2 306-3
			GRI 307: Environmental Compliance	307-1
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Peace, justice and strong institutions - Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Accountability, Trust, and Value creation	GRI 102: Ethics and Integrity GRI 205: Anti-Corruption	102-16 102-17 205-1 205-2
 17 PARTNERSHIPS FOR THE GOALS	Partnerships for the goals - Strengthen the means of implementation and revitalize the global partnership for sustainable development	Accountability, Trust, and Value creation	GRI 201: Economic Performance	201-1
		Caring for People	GRI 413: Local Communities	413-1 413-2

Annexure 4 – Awards and Accolades

The year 2020-21 was an exceptional year for Pidilite, as many of its brands won multiple awards across different categories

• The EFFIE Awards, 2020

Our **Fevikwik ‘Phenko Nahin, Jodo’** campaign won:

1. Two gold at the EFFIE, including the Best Use of TV category
2. Two silver at the EFFIE in Other Products and Regional category
3. One bronze EFFIE in Disruptive Differentiators Award category

• Kyoorius Awards, 2020

1. Fevicol Sofa Campaign won 4 Blue Elephants and 6 Baby Elephants
2. Roff Television Campaign won 1 Blue Elephant and 3 Baby Elephants

• The Buzzing Content Awards, 2020

Fevicol won the best social media content in FMCG & retail category.

• Exchange4media Indian Content Marketing Awards

#MyFevicolAd won the best content marketing social media and best crowdsourced award.

• Golden Globe Tigers Award, 2020

Fevicol won the Campaign of the Year for #MyFevicolAd and the award for Social Media Marketing category.

- Letter of appreciation received from Chief Minister of Gujarat for contribution toward enhancing skills and strengthening the skill ecosystem in Gujarat.



Annexure 5 - Glossary

BOPP	Biaxially Oriented Polypropylene
BRSR	Business Responsibility and Sustainability Reporting
CAGR	Compounded Annual Growth Rate
CEA	Central Electricity Authority
CEPT	Common Effluent Treatment Plants
CFA	Carrying and Forwarding Agent
CHC	Custom Hiring Center
CMR	Carcinogenic, mutagenic, reprotoxic
CPCB	Central Pollution Control Board
CSR	Corporate Social Responsibility
EHS	Environment, Health and Safety
EPR	Extended Producer Responsibility
ESG	Environmental, Social, and Governance
FPO	Farmer Producer Organization
GJ	Gigajoules
GRI	Global Reporting Initiative
HAH Movement	Healthy and Happy Movement
HSD Boiler	High Speed Diesel Boiler
ICCSIR	Indian Centre for Climate and Societal Impact Research
ISO	International Organization for Standardization
ITI	Industrial Training Institutes
JVs	Joint Ventures
KL	Kiloliter
KVKs	Kaushalya Vardhan Kendras
MET PET	Metalized Polyester
MLP	Multi-Layer Plastics
MT	Metric ton
NDT	Non-Destructive Testing
NOX	Oxides of Nitrogen
NRC	Nomination and Remuneration Committee
NVG-SEE	National Voluntary Guidelines on Social, Environmental and Economic responsibilities of Business
PCRW	post-consumer use recycled plastic

PPP	Public-Private Partnership
QMS	Quality Management System
R&D	Research and Development
RDC	Regional Distribution Centre
SDGs	Sustainability Development Goals
SEBI	Securities and Exchange Board India
SHG	Self-help Groups
SKU	Stock Keeping Unit
SLP	Single-Layer Plastics
SOX	Oxides of Sulphur
STP	Sewage Treatment Plant
TPM	Total Particulate Matter
UAE	United Arab Emirates
USA	United States of America
VOC	Volatile Organic Compounds
WAGALE	Wanchan-Ganan-Lekhan
ZED	Zero Effluent Discharge

