

Business Responsibility and Sustainability Report

Introduction

As a leading oral care Company in India, Colgate-Palmolive (India) continues to champion optimism and amplify ESG efforts to 'reimagine a healthier future for all its people and the planet.' We remain steadfast in bringing our strategy and plans to life to create shared and sustainable value for all stakeholders. We remain unwavering in our commitment to responsible and shared growth, as well as to building a sustainable future.

We champion long-term value creation for all stakeholders through robust and fair governance mechanisms. Our governance structures, which are built on the pillars of integrity and transparency, ensure that ethical standards are cascaded across the business. Our people are our assets, and we strive to strengthen relationships with them to build a resilient, innovative, and future-fit workforce. Colgate-Palmolive (India) breaks the mold and nurtures a work culture that bolsters creativity and encourages employee-driven innovation.

We ensure that our consumers enjoy a range of advantages from using our sustainable products. Our product development process is validated by consumer feedback received through various channels to improve our processes and systems. The Company's initiatives across Colgate Bright Smiles, Bright Futures®, Keep India Smiling Scholarship programs, Oral Health, Water Conservation, and Women's Empowerment have been instrumental in driving social impact, preserving the environment, and reaching millions of people. We continuously rebuild and realign our practices to innovate for good, as 'everyone deserves a future to smile about.'

In our endeavour to inspire trust and transparency, this is the second year of publishing our Business Responsibility and Sustainability Report (BRSR), showcasing our ESG progress and empowering stakeholders to make informed decisions.

Section A: General Disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L24200MH1937PLC002700
2. Name of the Listed Entity	Colgate-Palmolive (India) Limited
3. Year of incorporation	1937
4. Registered office address	Colgate Research Centre, Main Street, Hiranandani Gardens, Powai, Mumbai – 400 076, Maharashtra, India
5. Corporate address	Colgate Research Centre, Main Street, Hiranandani Gardens, Powai, Mumbai – 400 076, Maharashtra, India
6. E-mail	investors_grievance@colpal.com
7. Telephone	91-22-6709 5050
8. Website	www.colgatepalmolive.co.in
9. Financial year for Reporting	April 1, 2022 - March 31, 2023
10. Name and contact details (<i>telephone, email address</i>) of the person who may be contacted in case of any queries on the BRSR report	Name: Ms. Prabha Narasimhan Telephone: +(91) 22-6709 5050 Email address: investors_grievance@colpal.com
11. Reporting boundary	Disclosures made in this report are on a standalone basis and pertain only to Colgate-Palmolive (India) Limited
12. Name of the Stock Exchange(s) where shares are listed	1. BSE Limited (BSE) 2. National Stock Exchange of India Limited (NSE)
13. Paid-up Capital (₹)	2,719.86 lakhs

II. Products/services⁷³

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

Description of the main activity	Description of business activity	% of turnover of the entity
Manufacturing	Personal Care (including oral care)	98.01%

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

Product/Service	NIC Code	% of total Turnover contributed
Toothpaste and toothbrush	Group 202	96.86%

III. Operations⁷⁴

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

	Number of plants	Number of offices	Total
National	4	4	8
International	Nil	Nil	Nil

17. Markets served by the entity⁷⁵

a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 UTs
International (No. of Countries)	18

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

4%

c. A brief on types of customers

Colgate-Palmolive (India) caters to a wide range of oral care needs that consumers may have. To ensure that all the products are easily accessible to customers, the Company collaborates through its distributors network or otherwise with a wide network of diverse wholesalers, modern trade stores and other retailers. The Company's end users belong to all age groups, diverse geographical locations (urban and rural), and households of varying sizes and types.

IV. Employees

18. Details as at the end of Financial Year

a. Employees and workers (including differently abled)

Particulars	Total	Male		Female	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees					
Permanent (D)	798	598	75%	200	25%
Other than permanent (E)	1382	1070	77%	312	23%
Total employees (D + E)	2180	1668	77%	512	23%
Workers					
Permanent (F)	1520	1464	96%	56	4%
Other than permanent (G)	684	554	81%	130	19%
Total workers (F + G)	2204	2018	92%	186	8%

⁷³GRI 2-6

⁷⁴GRI 2-6

⁷⁵GRI 2-6

b. Differently abled employees and workers

Particulars	Total	Male		Female	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees					
Permanent (D)	1	1	100%	Nil	-
Other than permanent (E)	-	-	100%	Nil	-
Total differently abled employees (D + E)	1	1	100%	Nil	-
Differently Abled Workers					
Permanent (F)	6	6	100%	Nil	-
Other than permanent (G)	2	2	100%	Nil	-
Total differently abled workers (F + G)	8	8	100%	Nil	-

19. Participation/Inclusion/Representation of women

Particulars	Total	No. and percentage of Females	
	(A)	No. (B)	% (B/A)
Board of Directors	10	5	50%
Key Management Personnel	3	1	33%

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

Particulars	Turnover rate								
	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total*	Male	Female	Total*
Permanent employees	19%	19%	19%	15%	21%	17%	6%	11%	13.40%
Permanent workers	3%	16%	3%	3%	11%	3.80%	3%	3%	3.10%

* Total turnover rate for the FY 2021-22 and FY 2020-21 has been revised based on error identified in the previous report

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

21. Names of holding / subsidiary / associate companies / joint ventures

Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
Colgate-Palmolive Co., USA	Holding	Nil	No
Colgate-Palmolive (Asia) Pte. Ltd.	Holding	Nil	No
Norwood International Incorporated	Holding	Nil	No

VI. CSR Details

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

(ii) Turnover (in ₹ lakhs) : 5,18,786.36

(iii) Net worth (in ₹ lakhs) : 1,72,089.55

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, https://www.colgatepalmolive.co.in/contact-us	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes, https://www.colgateinvestors.co.in/investor-contacts	124	4	All pending complaints except one as on March 31, 2023 were subsequently resolved. The Company's RTA is seeking necessary guidance from the regulator to close the said pending complaint.	121	2	All pending complaints as on March 31, 2022 were subsequently resolved
Investors (Other than shareholders)	N.A.	-	-	-	-	-	-
Employee & Workers	Yes, (Available on Intranet)	6	1	3 not substantiated, 2 substantiated, 1 investigation underway	3	Nil	-
Consumers	Yes, https://www.colgatepalmolive.co.in/contact-us	3587	Nil	Consumers reach out to the Company to report product related experiences that could vary from manufacturing, pricing, preference, and adverse event complaints. These grievances are addressed in a timely manner in accordance with the Colgate-Palmolive (India)'s Consumer Satisfaction Policy.	3739	Nil	Consumers contact the Company to report product related experiences that could vary from manufacturing, pricing, preference, and adverse event complaints. These grievances are addressed in a timely manner in accordance with Colgate-Palmolive (India)'s Consumer Satisfaction Policy.
Value Chain Partners	Yes, https://www.colgatepalmolive.com/en-us/who-we-are/governance/third-party-code-of-conduct	Nil	Nil	-	Nil	Nil	-
Other: NGOs	Yes, https://www.colgatepalmolive.co.in/contact-us	Nil	Nil	-	Nil	Nil	-

24. Overview of the entity's material responsible business conduct issues⁷⁶

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

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Health and safety of our people	Risk and opportunity	Risk: Occupational health and safety is a critical aspect for ensuring employee	i. Implementation of a Company-wide robust EHS management system	Incidents of occupational health and safety management system may

⁷⁶GRI 2-25

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		<p>welfare. Non-compliance with appropriate safety standards can attract high frequency of health and safety incidents</p> <p>Opportunity: A robust EHS management system with appropriate hazard identification, mitigation plan and root cause analysis will showcase Company's commitments towards employee safety, increased productivity and motivation</p>	<ul style="list-style-type: none"> ii. Ensuring periodic internal and external audits iii. Training all employees and workers on safe working practices iv. Investigation of each reported case and preparation of remedial plan 	<p>cause loss in man-days and further impact productivity of operations. It can also demoralize employees and workers which can reduce motivation and productivity</p>
Human rights	Risk	<p>Instances of human rights violation or non-compliance of statutory norms can lead to adverse financial and reputational implications and deteriorate employee morale & retention</p>	<ul style="list-style-type: none"> i. Comprehensive Human Rights Policy and procedures ii. Human Rights Due Diligence carried out to avoid workforce discrimination, sexual harassment, child labour, and forced labour, amongst others 	<p>Company's reputation and relationships with stakeholders can be adversely affected in case of any instances of non-compliance</p>
Diversity and inclusion	Opportunity	<p>Fostering a culture which is inclusive and integrates diversity, employee well being, training and development will strengthen the culture, performance and will attract & retain employees</p>	<ul style="list-style-type: none"> i. Diversity inclusion policy and training ii. Employee and worker skill development training programs iii. Utilization of digital platforms such as WYSA and Employee Assistance Programs (EAP) for improving mental well-being 	<p>Investing in human capital has the ability to improve employee productivity, spur innovation and attract employees with similar organizational value</p>
Community development	Opportunity	<p>Aligning CSR initiatives with the needs of the community can create a positive impact which can unlock goodwill and social license to operate</p>	<p>The Company has undertaken several voluntary CSR initiatives for overall development of the community in the field of preventive healthcare, promotion of education, water augmentation & livelihoods, women empowerment and conservation of natural resources</p>	<p>Being a responsible corporate citizen, community upliftment is a critical aspect for elevating brand value among local bodies and communities which in turn can increase the demand of Company's products</p>
Consumer health and safety Product stewardship	Risk	<p>Consumer health and safety is critical for gaining consumer trust and for transparency. Non-compliance regarding product information and labeling as well as marketing and communications can have adverse effects</p>	<ul style="list-style-type: none"> i. Robust protocols for design, packaging and consumer safety at product development stages ii. Implementation of Quality Management System (QMS) iii. Effective product recall management iv. Transparent communication 	<p>Any health and safety incident can reduce customer trust and adversely impact the demand of products. Moreover, instances of non-compliance with product marketing and labeling can attract monetary fines/punishments</p>

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Water stewardship	Risk	Unavailability of surface water during summer can adversely hamper operations. Mismanagement of wastewater can attract legal complications	<ul style="list-style-type: none"> i. Implementation of Zero Liquid Discharge facility at all four sites ii. Water saving initiatives in the supply chain iii. Water access, augmentation and conservation programs for communities in water stressed regions 	Shortage of water can slow down plant productivity. Incidents of non-compliance regarding wastewater can lead to monetary loss in terms of fines and penalties
Energy and emissions management	Opportunity	Enhancing and utilizing green energy to reduce carbon footprint of the organization	<ul style="list-style-type: none"> i. Transition towards greener options such as onsite solar projects, hydroelectricity, and wind energy ii. Minimization of emissions throughout the value chain through greener alternatives such as utilization of CNG based trucks and multimodal shipments 	Increasing self-reliance on sustainable and green energy can reduce Company costs and attract investment opportunities
Waste management	Risk	Poor waste management can lead to non-compliance with legal requirements for waste disposal	Implementation of robust waste management system incorporating initiatives that ensure hazardous waste management and responsible disposal to ensure adherence with zero waste to landfill program	Non-compliance with regulatory norms on waste management can lead to fines and penalties and adversely affect the operating costs of the Company
Sustainable packaging	Opportunity	Switching to renewable and increasing reused packing materials reduces dependence on virgin materials thereby, reducing consumption of non-renewable raw materials.	<ul style="list-style-type: none"> i. Transition towards renewable materials reduces the waste going to landfill ii. Increasing usage of reused materials has reduced the dependency on virgin materials <p>This has an ability to implement a circular economy within the Company.</p>	Switching to sustainable packaging has enhanced circular economy and helped reduce overall carbon footprint of the Company
Responsible supply chain	Risk	Adverse events across the supply chain can hamper the Company's reputation as a responsible business	Implementation of Supplier Responsible Sourcing Assessment (SRSA). Suppliers are assessed on four ESG parameters (labor standards, health and safety, ethics and integrity and environment). In case of any deviation, the suppliers are asked to take necessary corrective actions	Adverse events such as non-compliance of environmental regulations, and violation of human rights at suppliers' end can disrupt the supply chain and damage brand image and brand value

Material issue identified	Indicate whether risk or opportunity	Rationale for identifying risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Business ethics, governance and transparency	Risk	Building a culture of integrity and transparency is linked with fulfillment of mandates as well as strengthening relationships with stakeholders	<ul style="list-style-type: none"> i. Development and training on Code of Conduct ii. Development of policies, programs and mechanisms for avoiding workplace discrimination, harassment, and corruption, among others 	Any instances of unethical practices have the risk of tarnishing Company reputation and attracting fines/penalty which can in turn affect business continuity

Section B: Management and Process Disclosures

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs (MCA) advocates nine principles referred as P1-P9. Through the existence of various policies and procedures, Colgate-Palmolive (India) aims to provide robust governance around the given nine NGRBC Principles and Core Elements.

Principle 1

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

Principle 2

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

Principle 3

Businesses should respect and promote the wellbeing of all employees, including those in their value chain

Principle 4

Businesses should respect the interests of and be responsive to all its stakeholders

Principle 5

Businesses should respect and promote human rights

Principle 6

Businesses should respect and make efforts to protect and restore the environment

Principle 7

Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Principle 8

Businesses should promote inclusive growth and equitable development

Principle 9

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

Disclosure Questions	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8
Policy and Management Processes								
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Colgate-Palmolive (India)’s sustainability policies can be accessed at: https://www.colgatepalmolive.com/en-us/sustainability							
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Colgate-Palmolive (India) has developed Environment, Health and Safety standards in line with OHSAS and EPA for all the owned manufacturing sites. All the sites continue to be TRUE® certified for Zero Waste (Platinum level) by the Green Business Certification Inc. Additionally, the manufacturing site in Sri City is ISO 9000 certified and Sri City Phase 1 & 2 are LEED - Gold certified							
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has defined 2025 Sustainability and Social Impact Strategy which has specific goals and targets covering aspects of the nine principles. For more information, please refer to Page No. 45 ‘2025 Sustainability and Social Impact Strategy’ section of this report.							
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Please refer to Page No. 46 ‘2025 Sustainability and Social Impact Strategy’ section of this report.							
Governance, leadership, and oversight								
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	I am pleased to present our second edition of (Business Responsibility and Sustainability Report (BRSR), which showcases our ESG progress and empowers stakeholders to make informed decisions. For more information please refer Page No. 04 ‘From the MD & CEO’ section of this report.							
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Prabha Narasimhan Managing Director and Chief Executive Officer DIN: 08822860							
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Company has formed an ESG and CSR Committee (ECC) which is responsible for the decision making on sustainability related issues. For more details on the ECC please refer to the ‘ESG-Our Governance Approach’ section of the Annual and ESG Report for FY 2022-23.							

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	The policies are reviewed internally on a periodic basis.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Colgate-Palmolive (India) is in compliance with all applicable statutory requirements.																	

Particulars	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	The policies are reviewed internally on a periodic basis. No independent assessment/evaluation review is conducted through external partners.								

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

Particulars	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	N.A.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Section C: Principle Wise Performance Disclosure

Ethics and Integrity

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year 2022-23

Segment	Total number of training and awareness programs held	Topics/ principles covered under the training and its impacts	% of persons in respective category covered by the awareness programmes
Board of Directors	14	Principles covered include safe and sustainable provision of goods, employee well-being, human rights, stakeholder inclusion, environment stewardship, equitable and inclusive growth	100%
Key Managerial Personnel	19	Curated training programs covering wide gamut of topics such as safe and sustainable provision of goods, employee well-being, stakeholder inclusion, environment stewardship, equitable and inclusive growth, Code of Conduct, anti-bribery and corruption, human rights and prevention of sexual harassment (POSH).	100%
Employees other than BoD and KMPs	5	Curated training programs covering wide gamut of topics such as Code of Conduct, anti-bribery and corruption, human rights and prevention of sexual harassment (POSH).	100%
Workers	4	Training and awareness programs conducted on human rights, Minimum Safe Behaviour, Plant Floor Operator Micro Awareness and Code of Conduct Acknowledgment.	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the Financial Year 2022-23⁷⁷

Particulars	Monetary				Has an appeal been preferred? (Yes / No)
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institution	Amount (in ₹)	Brief of the case	
Penalty/ Fine	1	Enforcement Officer, Maharashtra*	26,000	Overweight consignment	No
	1	Himachal Pradesh Value Added Tax and Central Sales Tax Authorities*	42,110	E-way bill reconciliation	No
	1	Tamil Nadu Value Added Tax Authority*	3,58,500	E-way bill discrepancy	Yes
	1	Punjab Value Added Tax and Central Sales Tax Authorities*	9,000	As a part of VAT assessment	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	9	Legal Metrology Authority, Etah, Uttar Pradesh	1,00,000	Non-compliance of product declaration as per Legal Metrology Rules	No

*None of these penalties were material in terms of the requirements of the SEBI (Listing Obligations and Disclosures Requirements) Regulations, 2015.

Particulars	Non-Monetary			Brief of the case	Has an appeal been preferred? (Yes / No)
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institution	Amount (in ₹)		
Imprisonment Punishment			Nil		

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
E-way bill discrepancy	Tamil Nadu Value Added Tax Authority

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a weblink to the policy.⁷⁸

Yes, Colgate-Palmolive (India) has an anti-bribery policy which recognizes and adheres to the local anti-bribery laws in all the countries where it does business. Through the policy, the Company prohibits its employees and any third parties acting on its behalf or in connection with the business, from offering anything of value, either directly or indirectly, to any government officials or private individuals/parties with the aim of achieving prompt service or business advantage.

The policy reflects Colgate-Palmolive (India)'s ethos of maintaining high ethical standards and regular compliance with all applicable laws. The Company ensures strict adherence by its people and provides them online training on the policy, its expectations and reporting mechanism on an annual basis. Colgate-Palmolive (India) expects all third parties to reinforce compliance of anti-bribery policy among their employees and subcontractors.

Colgate-Palmolive (India) has a robust anti-bribery due diligence process for its vendors, suppliers and other stakeholders dealing with any Government or statutory authorities on behalf of the Company, in accordance with its anti-bribery policy.

The Company has a zero tolerance for any breach of its policy. Failure to comply with any listed anti-bribery laws can lead to termination of employment or business relationship.

To know further, the policy can be accessed at <https://www.colgatepalmolive.com/en-us/who-we-are/our-policies/anti-bribery-policy>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption⁷⁹

Particulars	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs		
Employees		
Workers		

6. Details of complaints with regard to conflict of interest

Particulars	FY 2022-23	FY 2021-22
Number of complaints received in relation to issues of Conflict of Interest of the directors	Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	

⁷⁸GRI 205-1, GRI 205-2

⁷⁹GRI 205-3

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institution on cases of corruption and conflicts of interest. N.A.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the Financial Year

Total number of awareness programmes held	Topics / principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Human Rights Training/ webcast for all suppliers	Local India based suppliers participated
2	ESG sensitization including key elements of principles for NGO partners and teams	3 of main 4 NGO partners for larger programs

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

Yes, directors do not participate in agenda items at the Board/ Committee Meetings in which they are an interested or deemed to be interested party. Disclosures are also made by Directors regarding their Directorship/ Committeeship/ Shareholding/ Association on a timely basis.

Sustainable Business

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

Essential Indicators

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

Particulars	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	17%	Not tracked	The R&D investments are intended to improve the overall consumer experience of oral health products, both in terms of flavor and overall protection. This includes the development of new technologies such as Periogard for gum health and visible white for whitening.
Capex	12.6%	8.6%	

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

Yes, Colgate-Palmolive (India) has procedures in place for sustainable sourcing. The Company selects its suppliers through strictly laid down procedures and engages with them according to the business standards described in the Third Party Code of Conduct.

In 2012, the Company launched 4-pillar audit and risk assessment tool, “Supplier Responsible Sourcing Assessment (SRSA)” to evaluate suppliers through a self-assessment form focusing on ethical, social and environmental parameters. All direct raw material suppliers are required to fill in a detailed questionnaire prior to onboarding. The self-assessment forms cover the aspects of Business Integrity, Human Rights (labor standards), Health and Safety, Environmental management, production processes, purchasing procedures and material traceability. The

self-assessment evaluation is audited either internally or through a third party to validate the information. The Company also ensures continuous third-party audits of the onboarded suppliers with SEDEX and charts out the required improvement plan and remediation/mitigation measures, if required.

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

100% of the inputs sourced from assessed suppliers (37 suppliers contributing to 65% of spend) were sourced sustainably

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

a. Plastics (including packaging)

All the pre-consumer plastic waste generated at the manufacturing site is sent for responsible recycling through an authorized waste handler only. The Company has partnered with authorized waste management service providers for responsible collection, sorting, and recycling/co-processing of the uncontaminated post-consumer plastic packaging.

b. E-waste

The Company disposes all e-waste through a government approved e-waste recycler.

c. Hazardous waste

Each type of hazardous waste is disposed off in line with the stipulated guidelines through authorized vendors and requisite Annual returns are filed with respective SPCB.

d. Other waste

All the plants (4 manufacturing sites) and head office generate more of non-hazardous waste (including plastic waste, paper waste, metal waste, etc.) and majority of which is segregated at the source and sent for responsible recycling or co-processing.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

— **If yes whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?**

— **If not provide steps taken to address the same.**

Yes, Colgate-Palmolive (India) is registered as PIBO with Central Pollution Control Board (CPCB) and the EPR activities are managed centrally.

The Company has partnered with five Waste Management Agencies (WMAs) to collect all the Post Consumer Multi-Layered Plastics (MLPs) generated from sale of products. The Company has achieved plastic positivity in 2022 by collecting ~120% of the Category I, II and III* type of plastic that was introduced in the market.

* Category - I refers to Rigid plastic packaging, Category-II refers to flexible plastic packaging of single layer or multilayer (more than one layer with different types of plastic) and Category-III refers to multilayered plastic packaging (at least one layer of plastic and at least one layer of material other than plastic)

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of product / service	% Of total turnover contributed	Boundary for which the life cycle perspective / assessment was conducted	Whether conducted by independent external agency	Results communicated in public domain (Yes/No) If yes, provide the web-link
			Nil		

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

Name of Product/Service	Description of the risk/ concern	Action taken
N.A.		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Re-grinded PP Material	0.06%	5%

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

Particulars	FY 2022-23			FY 2021- 22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	3790	9638	Not reported		
E-waste	-	-	-			
Hazardous waste	-	-	-			
Other waste	-	-	-			

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Oral care, toothbrushes and personal care	120%

Employee Wellbeing

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

1. a. Details of measures for the well-being of employees

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	598	598	100%	598	100%	Nil	-	598	100%	598	100%
Female	200	200	100%	200	100%	200	100%	Nil	-	200	100%

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Total	798	798	100%	798	100%	200	25%	598	75%	798	100%
Other than Permanent employees											
Male	1070	1070	100%	1070	100%	Nil	-	Nil	-	Nil	-
Female	312	312	100%	312	100%	312	100%	Nil	-	Nil	-
Total	1382	1382	100%	1382	100%	312	23%	Nil	-	Nil	-

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	1464	1464	100%	1464	100%	Nil	-	1464	100%	Nil	-
Female	56	56	100%	56	100%	56	100%	Nil	-	56	100%
Total	1520	1520	100%	1520	100%	56	4%	1464	96%	56	4%
Other than permanent workers											
Male	554	554	100%	554	100%	Nil	-	Nil	-	Nil	-
Female	130	130	100%	130	100%	130	100%	Nil	-	111	85%
Total	684	684	100%	684	100%	130	19%	Nil	-	111	16%

2. Details of retirement benefits, for FY 2022-23 and FY 2021-22

Benefits	FY 2022- 23			FY 2021- 22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	N.A.	22%	Y	N.A.	33%*	Y
Other:Life Insurance / Death Benefits	100%	100%	Y	100%	100%	Y

*Percentage of workers covered in ESI has been corrected for the FY 2021-22 based on the error identified in the previous report

3. Accessibility of workplaces

Are the premises/ offices of the entity accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act 2016? (Yes/ No)

Yes, the Company's DE&I Council partnered with key agencies to conduct PwD job mapping as well as facility access audit to facilitate a comfortable work environment for all. The Company has already modified several locations with disabled-accessible infrastructure including ramps, furniture, washrooms and other installations. It is also currently in the process of incorporating similar measures across all locations.

If not, whether any steps are being taken by the entity in this regard.

N.A.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? (Yes/ No)

Yes, the Company has an equal opportunity policy which fosters an environment where all our people feel like they can learn, contribute and grow. It is the policy and practice of Colgate-Palmolive (India) to comply with all applicable fair employment practices in line with Right of Persons with Disabilities Act, 2016. The Company does not indulge in discrimination of any employee or applicant for employment on the basis of race, color, religion, sex, national origin, ethnicity, age, disability, veteran status, marital status, sexual orientation, gender identity, or any other characteristic protected by law.

If so, provide a web link to the policy.

<https://www.colgatepalmolive.com/en-us/who-we-are/our-policies/equal-opportunity-employer-info>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	Nil	100%	100%
Total	100%	86%	100%	100%

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

Particulars	Yes/No
	<i>(If yes, then give details of the mechanism in brief)</i>
Permanent Workers Other than Permanent Workers	Colgate-Palmolive (India) believes in ensuring a strong connect with all its employees and addressing their issues in a timely manner through regular one-on-one connects. All employees can also utilize the HR Chatbot which is available 24X7 to answer queries.
Permanent Employees Other than Permanent Employees	<p>The Company also encourages all employees and workers to raise concerns and feedback through key forums, like the quarterly townhall, where they can interact with the leadership team and get answers to their concerns and queries.</p> <p>Global Ethics and Compliance helpline is implemented for employees to report concerns. The case once raised is assessed by a trained investigator and basis that a timely and fair resolution is provided. Colgate-Palmolive (India) further has a zero-retaliation policy in order to ensure zero adverse actions against the complainant.</p> <p>For workers, plant lead or the Human Resource lead is the nodal point of contact to clarify questions and raise concerns.</p>

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male						
Female						

Nil

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Workers	1520	443	29%	1559	444	28%
Male	1464	443	30%	1496	444	30%
Female	56	Nil	-	63	Nil	-

8. Details of training given to employees and workers

Category	FY 2022- 23					FY 2021- 22				
	Total (A)	On Health Safety measures		On Skill Upgradation		Total (D)	On Health Safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees*										
Male	598	598	100%	574	95.9%	612	612	100%	593	97%
Female	200	200	100%	171	85.5%	192	192	100%	180	94%
Total	798*	798	100%	745	93.3%	804*	804	100%	773	96%
Workers*										
Male	1464	1464	100%	1464	100%	1496	1496	100%	1496	100%
Female	56	56	100%	56	100%	63	63	100%	63	100%
Total	1520	1520	100%	1520	100%	1559	1559	100%	1559	100%

* This data does not include 'other than permanent employees/workers'

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

Benefits	FY 2022- 23			FY 2021- 22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	598	598	100%	612	612	100%
Female	200	200	100%	192	192	100%
Total	798	798	100%	804	804	100%
Workers*						
Male	1464	1021	69.7%	1496	1035 [#]	69% [#]
Female	56	56	100%	63	57	90%
Total	1520	1077	71%	1559	1092[#]	70%[#]

* Workers at Goa manufacturing facility aren't covered in performance and career development reviews

[#] Data for the FY 2021-22 has been corrected based on error identified in the previous report

10. Health and Safety Management System

a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).	Yes, Colgate-Palmolive (India) has a robust EHS program covers review of compliance in accordance with regulations, internal standards, minimum safety behaviour programs, visible leadership programs, performance recognition initiatives, labour practices, regulatory requirements and compliances, inspections and self-assessments, audits (internal & external), employee engagement and training, emergency response plan and channels of reporting.
If yes, the coverage such system?	All Colgate-Palmolive (India) plants and offices including warehouses, offices and technology centres are covered.

b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The Company maintains a proactive approach towards risk identification and mitigation to avoid any unwarranted safety situations. We have implemented robust procedures across the plants pertaining to work, machinery, behaviour, and process related risks which cover all routine and non-routine activities. Our sites conduct risk assessments and job hazard analysis at regular intervals to identify all current and potential risks. The scope of these assessments also includes chemical hazard, machine guarding, ergonomic, among others.
c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Yes, all employees, visitors and contractors are encouraged to report situations, behaviours, and conditions that are perceived to be of risk or have hazardous elements. Such situations can be brought to notice through both formal and informal processes. The Company has also implemented several programs which require employees to report “unsafe conditions and unsafe behaviour.”
d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, the Company has a medical officer/physician visiting the plant where each and every employee can consult the doctor for all personal medical illnesses. All employees are also covered under a medical insurance.

11. Details of safety related incidents, in the following format

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	0.67	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	2	1
Number of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

Colgate-Palmolive (India) has laid down Environment Health and Safety Standard Operating Procedures (SOPs) highlighting the roles and responsibilities of individuals, groups, and committees along with do’s and don’ts. Regular job hazard analysis is performed along with other safety related risk assessment exercises to identify potential safety challenges. Internal and external safety audits are carried out as planned to ensure compliance, identify areas of improvement, and implement appropriate actions, as required to strengthen the safety measures at the workplace. The Company engages and communicates all EHS expectations through periodic trainings.

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

Particulars	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year

Particulars	% Of your plants and offices that were assessed. (by entity or statutory authorities or third parties)
Health and safety practices	50%*
Working Conditions	50%*

* 100% of the manufacturing facilities underwent an assessment for the working conditions and health and safety practices

15. Provide details of any corrective action taken or underway to address safety related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The Company has robust systems in place to proactively address any actual or potential concerns which have the ability to cause an adverse impact. Colgate-Palmolive (India) has a dedicated process to identify unsafe work conditions and behaviour. The Company encourages its employees and workers to report near miss incidents, all first aid cases, recordable accidents, and other work-related illness openly and in a timely manner. These complaints (if any) are thoroughly investigated using tools like root cause analysis to gauge the level and intensity of the concern. Based on the findings, appropriate forward action plan is prepared.

As a good practice, the Company focuses on timely closure of the gaps with appropriate actions and follow ups. Colgate-Palmolive (India) takes a step further to systematically close all the identified gaps.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of: (Y/N)?

A) Employees	Yes
B) Workers	Yes

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

Compliance with statutory dues is tracked during routine assessments of suppliers. Currently, there are no pending complaints of statutory dues not being paid by the suppliers as corroborated by the assessment done by an independent third-party audit agency.

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

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable Employment	
	FY 2022- 23	FY 2021- 22	FY 2022- 23	FY 2021- 22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

Yes. The Company has associated with a leading counseling partner and WYSA application to provide employee assistance. This can be availed by employees who are close to retirement so that they can get help and tips on how to manage their post retirement life. We also provide outplacement services to employees on a case to case basis as well as retirement benefits to retirees.

5. Details on assessment of value chain partners

Particulars	% Of value chain partners that were assessed: (By value of business done with such partners)
Health and safety practices Working Conditions	37 suppliers which contribute to 65% of the spends were assessed

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

In collaboration with respective suppliers, a detailed action plan is being designed on the SEDEX assessment. The Company diligently tracks actions and publishes corresponding reports to ensure 100% adherence.

Stakeholder Inclusiveness

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

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Colgate-Palmolive (India) believes in collaborative growth while ensuring value creation for its stakeholders. As a result, the Company extensively engages with its stakeholders on a regular basis to understand their concerns, complaints, suggestions and incorporates them into the decision-making process. Stakeholder groups are identified on the basis of the impact created by and on them. Having identified such groups, the Company has further prioritized the stakeholders’ basis their criticality to business in terms of the level of influence, responsibility, and dependence.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as vulnerable & marginalized group. (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Newsletters, reminder letters, newspaper publications, emails, annual reports	Quarterly and Annually	Communication on financial performance, growth perspective and any other material information
Employees	No	Email, townhall, departmental meetings, conferences	Monthly and Quarterly	Communicate on occupational health and safety, human rights, new products, Company strategy, policy changes, among others
Contractual workers	Yes <i>(Women and low economic status)</i>	Meetings, notice board	Quarterly	Communication on materials, services, pricing and commodities’ trends
Vendors and suppliers	No <i>(However, we do have certain MSME supply partners)</i>	Emails and meetings	Need based	Communication on materials, services, pricing and commodities’ trends
Retailers (Direct, Indirect, Online & Offline)	No	SMS, newspaper, advertisements, pamphlets	Monthly	Communication on new launches, schemes and retailer engagement programs
Community	Yes <i>(Tribal, rural, women, low economic status)</i>	NGO network and focus group discussions	Program based	Understand challenges, testimonials, and scope for improvements
NGOs	No	Review meetings reports, and sharing impact stories	Based on program size and need	Understand challenges, testimonials, and scope for improvements

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on Economic, Environmental and Social topics or if consultation is delegate how is feedback from such consultations provided to the Board.

The Company firmly believes that stakeholder engagement is critical for building long-term relationships and identifying potential risks and opportunities. Colgate-Palmolive (India) has established various channels to engage with the identified stakeholders on issues pertaining to Economic, Environmental, and Social topics. The relevant information is shared with the board level ESG and Corporate Social Responsibility Committee (ECC) on a regular basis.

The Committee is responsible for recognizing and addressing all ESG risks and impacts, reviewing policies to improve processes and accelerating communication channels to balance the interests of key stakeholders.

2. (a) Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No).

(b) If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

The stakeholder consultation and materiality assessment exercise is leveraged to identify the impacts of business activities, operations and external environment on the economy, environment and stakeholders. It enables the Company to enhance its understanding of the relative significance of various impacts and their influence over Colgate-Palmolive (India)'s value creation business model. The materiality assessment, guided by the GRI 2021 standards, is a systematic 5-step approach that provides a holistic overview of prioritized material topics and reflects the Company's efforts to ensure stakeholder inclusivity in decision-making.

For more details, please refer 'Stakeholder-inclusive Materiality Assessment' section of the Annual and ESG Report for FY 2022-23.

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

In FY 2022-23, Colgate-Palmolive (India)'s water augmentation and livelihoods programmes reached the stage of maturity. Understanding this, the Company launched Water Conservation Literacy program to educate the communities and increase awareness about water conservation among local communities. New villages have been added to this program after a thorough feasibility assessment exercise and need identification.

Human Rights

Principle 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. employees/ workers covered (B)	% (B/A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Employees						
Permanent	798	798	100%	804	804	100%
Other than permanent	1382	1382	100%	1166	1166	100%
Total Employees	2180	2180	100%	1970	1970	100%
Workers						
Permanent	1520	1520	100%	1559	1559	100%
Other than permanent	684	684	100%	568	568	100%
Total workers	2204	2204	100%	2127	2127	100%

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

Category	FY 2022- 23					FY 2021- 22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent employees										
Male	598	Nil	-	598	100%	612	Nil	-	612	100%
Female	200	Nil	-	200	100%	192	Nil	-	192	100%
Total	798	Nil	-	798	100%	804	Nil	-	804	100%
Other than permanent employees										
Male	1070	Nil	-	1070	100%	Nil	Nil	-	-	-
Female	312	Nil	-	312	100%	Nil	Nil	-	-	-
Total	1382	Nil	-	1382	100%	1166*	Nil	-	1166	100%
Permanent workers										
Male	1464	Nil	-	1464	100%	1496	Nil	-	1496	100%
Female	56	Nil	-	56	100%	63	Nil	-	63	100%
Total	1520	Nil	-	1520	100%	1559	Nil	-	1559	100%
Other than permanent workers										
Male	554	Nil	-	554	100%	484	Nil	-	484	100%
Female	130	Nil	-	130	100%	84	Nil	-	84	100%
Total	684	Nil	-	684	100%	568	Nil	-	568	100%

* We were in the process of implementing appropriate provisions to track the gender bifurcation in FY 2021-22

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

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹)	Number	Median remuneration/ salary/ wages of respective category (₹)
Board of Directors (BoD)**	2	3,91,16,220	1	7,18,97,388
Key Managerial Personnel (KMP)*	2	3,91,16,220	1	7,18,97,388
Employees other than BoD and KMP	596	18,00,576	199	21,11,712
Workers	1,464	4,79,951	56	2,39,999

*Only the BoD on Company's payroll are considered

Median remuneration calculated basis the annualised salaries/wages

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

Yes, the Company has instituted a robust and efficient grievance mechanism with a defined escalation matrix. At the apex, we have the Leadership Team, comprising of functional heads, which ensures efficacious oversight of human rights compliance. In order to further propel the agenda, a Human Rights Leader is constituted who is centrally responsible for addressing potential violations and issues caused or contributed by the Company/partners/suppliers. The on-ground implementation is driven by Human Rights Champions who consolidate and communicate information which enable informed decisions that focus on cascading human rights compliance across the Company's length and width.

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

Colgate-Palmolive (India) encourages all employees to raise concerns and report any situation which they deem is in contravention to the Code of Conduct or the law. Diverse formal and informal channels such as dedicated email, web tool, internal helpline and Colgate-Palmolive (India) mobile app are available to report potential incidents to the manager, Human Resources, Global Ethics and Compliance or the Global Legal Organization

Additionally, manufacturing facilities are equipped with employee engagement initiatives and platforms such as workers committee meetings which encourage employees and workers to share ideas, grievances through plant performance reviews and suggestion schemes including employee welfare.

The Company has also established an Ethics & Compliance Helpline where individuals can raise complaints. The concern is assigned to an internally trained investigator who conducts an extensive investigation. Based on the outcome of the investigation, appropriate actions are taken for any alleged violations. At a local level, the GM, Legal Director and HR director are key points of contact for the Global ethics team and the investigator.

Colgate-Palmolive (India) has an Internal Committee (IC) which overlooks Prevention of Sexual Harassment and has representation from all different plants and branches. Any case that is raised is thoroughly and confidentially investigated. If found guilty, appropriate action is taken against the accused.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	Nil	-	3	Nil	-
Discrimination at workplace	Nil	N.A.	-	Nil	N.A.	-
Child Labour	Nil	N.A.	-	Nil	N.A.	-
Forced/ Involuntary Labour	Nil	N.A.	-	Nil	N.A.	-
Wages	Nil	N.A.	-	Nil	N.A.	-
Other human rights related issues	1	N.A.	-	Nil	N.A.	-

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

Colgate-Palmolive (India) upholds the values of trust, transparency and respect across all internal and external interactions. The Company safeguards the privacy of all discrimination and harassment cases through a stringent zero-retaliation policy which ensures no adverse action is taken against an individual for complaining, reporting, participating or assisting in an investigation. We strongly believe that individuals should be able to raise concerns without the fear of retaliation. Any violations against the policy are investigated by the relevant committee and appropriate remedial action is undertaken. We ensure regular communication to increase awareness regarding ethics and compliance issues, relevant policies and available mechanisms that can be availed to raise concerns on retaliation.

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

Yes, our Human Rights Policy is an integral component of all agreements and contracts that are entered by the Company.

9. Assessments for the year

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

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

During the assessment there were no concerns observed

Leadership Indicators

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

Although no instances were observed that required modification of the existing process, we continually monitor and remain vigilant for any potential need of modification.

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

Human Rights Due Diligence is carried out for all direct business operations including manufacturing plants, sales branch offices and Head Office. Our due diligence process assess human rights risks in freedom of association, health & safety, child labor, forced labor, discrimination & harassment, diversity & inclusion and wages & working hours. For suppliers and third-party vendors, Colgate-Palmolive (India)'s SRSA program assesses risks across human rights, health and safety, ethics, and legal aspects.

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

The Company has undertaken an access audit to determine level of modifications required for upgrading infrastructure in line with the needs of PwD individuals. In certain locations of Colgate-Palmolive (India), office premises and infrastructure are modified to enable a comfortable working environment for differently abled visitors and employees.

4. Details on assessment of value chain partners

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	65%
Discrimination at workplace	65%
Child Labour	65%
Forced Labour/Involuntary Labour	65%
Wages	65%
Others – please specify	65%

Note: 37 suppliers, which contribute to 65% of spends, have been assessed as per the SRSA Standard

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

All assessments are supported with the follow up action plan and compliance, which are updated on the SEDEX website. Adherence to the closure of all plans and compliances are monitored regularly by the Colgate-Palmolive (India) Central team based out of the US office of the parent Company.

Environment Sustainability

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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

Parameter	FY 2022-23 [#]	FY 2021-22
Total electricity consumption (GJ)	1,84,882.74	1,69,120.61
Total fuel consumption (GJ)	40,653.86	43,156.98*
Energy consumption through other sources (GJ)	Nil	Nil
Total energy consumption (GJ)	2,25,536.60	2,12,277.59
Energy intensity per rupee of turnover (GJ/₹ Lakhs) (Total energy consumption/ turnover in rupees)	0.43	0.41*

*Fuel consumption and energy intensity have been corrected based on error identified in total fuel consumption in the previous report

[#]Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance Achieve and Trade (PAT) Scheme of the Government of India? No

If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved provide the remedial action taken if any. N.A.

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

Parameter	FY 2022-23 [#]	FY 2021-22
Water Withdrawn by the source (KL)		
i) Surface Water	Nil	Nil
ii) Ground Water	95,876	1,14,024
iii) Third Party Water	1,33,884	1,21,489
iv) Seawater/ desalinated water	Nil	Nil
v) Other sources	8,209	9,531
Total Vol of Water Withdrawn (i + ii + iii + iv + v)	2,37,969	2,45,044
Total Vol of Water Consumed (KL)	2,37,969	2,45,044
Water intensity per rupee of turnover (KL/₹ Lakhs) (Water consumed/turnover)	0.46	0.48

[#]Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

4. Has the entity implemented a mechanism for Zero Liquid Discharge? (Yes/ No)

The manufacturing sites located at Sanand and Goa recycles and reuses 100% of the wastewater generated within the premises. The treated water is used for gardening, toilet flushing and in utilities.

The Baddi manufacturing site treats 100% of the wastewater, which is further sent to a common industrial wastewater treatment plant as per the mandatory requirement in its consent to operate

The Sri City manufacturing site and Head office recycles some water as per the norms stipulated by the local government. The recycled water is used for gardening purposes.

If yes, Provide details of its coverage and implementation.

All sites of the Company are covered to showcase its efforts towards ensuring zero liquid discharge outside the site boundary.

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

Parameter	Please specify unit of measurement (UoM)	FY 2022-23 #	FY 2021-22
NOx	Kg	2,229.74	2,306.78
SOx	Kg	905.98	692.65*
Particulate matter (PM)	Kg	1,789.23	1,686.09
Persistent organic pollutants (POP)		Nil	Nil
Volatile organic compounds (VOC)		Nil	Nil
Hazardous air pollutants (HAP)		Nil	Nil
Others - please specify		Nil	Nil

* The reduction in SOx emissions was a result of fuel change in boiler operations from Diesel to Natural Gas

#Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

Yes, government authorized agencies carry out monitoring in every state as per SPCB norms

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

Parameter	Unit	FY 2022-23#	FY 2021-22
Total Scope 1 emissions <i>(Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available)</i>	<i>Metric tonnes of CO₂ equivalent</i>	3,378.20	2,837.24*
Total Scope 2 emissions <i>Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available)</i>	<i>Metric tonnes of CO₂ equivalent</i>	31,760.45	31,006.98
Total Scope 1 and Scope 2 emissions per rupee of turnover (Metric tonnes of CO₂ equivalent/₹ Lakhs)		0.07	0.07*

*Total Scope 1 emissions and emission intensity have been corrected based on error identified in the total fuel consumption in the previous report

#Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

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

Green energy is procured from Hydroelectric power stations at Baddi Manufacturing site which reduce dependency on fossil fuels and thereby reducing CO₂ emissions. The Company utilizes the CNG piped gas for its boilers at Goa and Sanand sites. The manufacturing sites in Sri City and Sanand use power generated through renewable sources namely as viz. wind and solar. Additionally, all the sites use environment-friendly refrigerants. The Company ensures that all new machines and equipment are energy efficient, thereby optimizing energy usage and strives to reduce the carbon footprint of the product.

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

Parameter	FY 2022-23 [#]	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	974.64	710.99
E-waste (B)	10.89	3.10
Bio-medical waste (C)	9.42	2.90
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	24.78	27.82
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G) <i>ETP Sludge</i>	519.28	368.48
Other Non-hazardous waste generated (H): <i>Spent oil</i>	5.41	2.01
Other Non-hazardous waste generated (H): <i>Waste cream</i>	559.02	673.97*
Other Non-hazardous waste generated (H): <i>Other</i>	2,245.03	2,389.45*
Total (A+B + C + D + E + F + G + H)	4,348.47	4,178.71
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	3,999.99	3,920.40*
(ii) Re-used	334.97	921.62
(iii) Other recovery operations	Nil	Nil
Total	4,334.96	4,842.02*
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of disposal Method		
(i) Incineration	9.42	3.111
(ii) Landfilling	9.50	17.626
(iii) Other disposal operations	Nil	Nil
Total	18.92	20.737

*Quantities of waste cream, other non- hazardous waste and total waste recycled have been corrected based on error identified in the previous report

[#]Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The Company disposes all the hazardous waste only to government approved waste management agencies. All batteries are sent to pollution control board authorized manufacturers only as part of the buy-back program. Colgate-Palmolive (India) endeavors to optimize the product development process and decrease the use of raw materials which are then disposed of as hazardous waste. Additionally, to reduce dependence on chemicals the Company has installed efficient equipment for laboratory testing.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format

Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	Nil	

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant web link
Nil					

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format

Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts.	Corrective action taken, if any
All the Colgate- Palmolive (India) manufacturing sites are compliant to all the mentioned norms			

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format

Parameter	FY 2022-23 [#]	FY 2021-22
From Renewable Sources (GJ)		
Total electricity consumption (A)	23,843.84	27,822.96
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	23,843.84	27,822.96
From Non-Renewable Sources (GJ)		
Total electricity consumption (D)	1,61,038.90	1,41,297.65
Total fuel consumption (E)	40,653.86	43,156.98*
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	2,01,692.76	1,84,454.63*

*Fuel consumption and total energy consumption has been corrected based on error identified in the previous report

[#]Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

2. Provide the following details related to water discharged

Parameter	FY 2022-23 [#]	FY 2021-22
Water discharge by destination and level of treatment (KL)		
(i) To Surface Water		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	1,624
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	Nil
(iv) Sent to third parties		
- No treatment	17,071	8,215
- With treatment (please specify level of treatment)	51,335	14,729

Parameter	FY 2022-23 [#]	FY 2021-22
(v) Others		
- No treatment	Nil	Nil
- With treatment (<i>please specify level of treatment</i>)	68,212.7	60,686
Total Water discharged (KL)	1,36,618.7	85,254

[#]Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

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

For each facility / plant located in areas of water stress, provide the following information

(i) **Name of the area:** Sri City (Andhra Pradesh), Sanand (Gujarat), and Baddi (Himachal Pradesh)

These areas have been identified as water stress areas based on World Resources Institute (WRI) aqueduct tool

(ii) **Nature of operations:** Manufacturing

(iii) **Water withdrawal, consumption and discharge in the following format**

Parameter	FY 2022-23 [#]	FY 2021-22
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	70,703	82,262
(iii) Third party water	1,04,312	1,05,102
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (KL)	1,75,015	1,87,364
Total volume of water consumption (KL)	1,75,015	1,87,364
Water intensity per rupee of turnover (KL/₹ Lakhs) (Water consumed / turnover)	0.34	0.37
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment	Nil	Nil
- With treatment (<i>please specify level of treatment</i>)	Nil	Nil
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment (<i>please specify level of treatment</i>)	Nil	1,624
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment (<i>please specify level of treatment</i>)	Nil	Nil
(iv) Sent to third-parties		
- No treatment	9,069	8,215
- With treatment (<i>please specify level of treatment</i>)	51,335	14,729
(v) Others		
- No treatment	Nil	Nil
- With treatment (<i>please specify level of treatment</i>)	40,295.7	31,456
Total water discharged (KL)	1,00,699.7	56,024

[#]Reporting boundary for FY 2022-23 was expanded to include the Head Office, Mumbai and hence the data is not directly comparable to the previous year.

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

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

Colgate-Palmolive (India) is currently in the process of setting up a system to record and quantify its Scope 3 emissions and will report on it in the upcoming years.

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions <i>(Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available)</i>	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity <i>(optional) – the relevant metric may be selected by the entity</i>		-	-

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

N.A.

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

Initiative undertaken	Details of the initiative <i>(web-link, if any, may be provided along-with summary)</i>	Outcome of the initiative
Installation of EC blowers at Baddi Manufacturing Site	Replaced the conventional blowers of AHUS with EC type blowers	The replacement of conventional blowers with EC has resulted in energy reduction by ~10000 KWH per month
HVAC chiller replacement at Baddi Manufacturing Site	Replaced screw type chiller with centrifugal type chiller	The replacement of conventional blowers with EC has resulted in energy reduction by ~29000 KWH per month
IR burners installation	IR burners installed at kitchen stoves to reduce LPG consumption for cooking	Installation of IR burners has resulted in LPG reduction by ~40%

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

Yes, all manufacturing sites have a comprehensive Business Continuity Plan (BCP) and disaster management plan to effectively manage any emergency, disaster and crisis. The identified risks and the corresponding remedial actions are covered in the plan. A line of command and procedure to be followed is established. The resilience of these plans under different disruption scenarios are tested on an on-going basis. The Company has also ensured that each site can also produce products from other locations in case of any production delay, disruption, or local disaster.

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

No adverse impacts are identified to the environment arising from the value chain. The Company has Enhanced Supplier Management (ESM) processes in place. ESM is the Company’s global audit and risk assessment process to identify potential risks and ensure preventive and mitigation measures to ensure minimal damage.

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

37 suppliers which contribute to 65% of the spends

Responsible Public Advocacy

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

Essential Indicators

1. (a) Number of affiliations with trade and industry chambers/ associations.

Eight

(b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to⁸⁰.

Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
The Advertising Standards Council of India - ASCI	National
Indian Beauty & Hygiene Association - IBHA	National
The Associated Chambers of Commerce and Industry of India - ASSOCHAM	National
American Chamber of Commerce in India - AMCHAM	National
Confederation of Indian Industry – CII WESTERN REGION	National
Federation of Indian Chambers of Commerce and Industry – FICCI	National
Bombay Chamber of Commerce and Industry - BCCI	State
Ayurvedic Drug Manufacturer's Association - ADMA	National

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

Name of authority	Brief of the case	Corrective action taken
	Nil	

Leadership Indicators

1. Details of public policy positions advocated by the entity

Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes / No)	Frequency of review by board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web link if available
Colgate-Palmolive (India) pursues its advocacy agenda independently and also through trade associations such as CII, FICCI and IBHA. The topics covered under these initiatives include notifications and circulars under Data Privacy Laws, Drugs & Cosmetics Act, Legal Metrology Laws, Bureau Of Indian Standards etc.	The Company makes written submissions and participates in meetings (virtually and in person) through delegations as per the requirements for better expression of concerns and viewpoints	Yes	Annual	https://www.colgateinvestors.co.in/media/2938/public-policy-advocacy.pdf

⁸⁰GRI 2-28

Inclusive & Equitable Development

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency? (Yes / No)	Results communicated in public domain? (Yes / No)	Relevant web link
COVID -19 pandemic	-	-	Yes	Yes	

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

Name of Project for which R&R is ongoing	State & District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
		N.A.		

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

The Company extensively engages with the community on a regular basis during annual program review, community meetings, and focused group discussions. These exercises provide a platform for any individual or groups to raise their concerns. All meetings between the CSR representatives and teams along with NGOs and communities are recorded in a structured manner to gauge impacts, strengths, challengers and scope for improvement.

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

Particulars	FY 2022 - 23	FY 2021 - 22
Directly sourced from MSMEs/ small producers	8.38%	7.43%
Sourced directly from within the district and neighboring districts	39%	35%

Leadership Indicators

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

Details of negative social impact identified	Corrective Actions Taken
No negative impacts have been identified	

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

State	Aspirational District	Amount spent (₹)
Andhra Pradesh	Kadapa, Visakhapatnam, Vizianagaram	1,77,50,083
Assam	Baksa, Barpeta, Darrang, Hailakandi	1,30,000
Bihar	Banka, Begusarai, Gaya, Muzaffarpur, Sitamarhi	1,30,000

State	Aspirational District	Amount spent (₹)
Chhattisgarh	Korba	20,000
Himachal Pradesh	Chamba	20,000
Jharkhand	Bokaro, East Singhbhum, Giridih, Gumla, Hazaribag, Pakur, Palamu, Ranchi, West Singhbhum	6,30,000
Karnataka	Bijapur, Gadag	2,00,000
Madhya Pradesh	Damoh, Guna, Vidisha	1,40,000
Maharashtra	Aurangabad, Gadchiroli, Jalgaon, Nandurbar, Osmanabad	6,60,000
Odisha	Behrampur, Dhenkanal, Rayagada	5,34,844
Rajasthan	Sirohi	40,000
Telangana	Adilabad, Khammam	40,000
Uttar Pradesh	Fatehpur, Siddharthnagar	40,000
Uttarakhand	Haridwar, Udham Singh Nagar	80,000
West Bengal	Krishnagar (Nadia), Birbhum	31,10,538

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) : No
- b. From which marginalized /vulnerable groups do you procure? : None
- c. What percentage of total procurement (by value) does it constitute? : N.A.

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

Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
N.A.			

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

Name of authority	Brief of the Case	Corrective action taken
Nil		

6. Details of beneficiaries of CSR Projects

Particulars	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Access to Water, Water Augmentation for Livelihoods & Women Empowerment (Amravati & Southern Rajasthan)	1,48,833	Through its diverse programs, the Company plans to reach larger number of beneficiaries belonging from vulnerable and marginalized groups. Currently, more than 95% of the beneficiaries include children, youth, women and men belonging from tribal, rural, semi-urban and urban communities who are economically marginalized and underserved. The Company has initiatives in areas with lack of access to natural resources like water.
Help Young People in Our Communities Thrive	4,171	
Oral Health Elevation	1,05,158	

Consumer Wellbeing

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

Essential Indicators

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

Colgate-Palmolive (India) follows a consumer-first approach and believes that close communication is the key to building long term relationships. The Company has established several channels of communication for the consumer to communicate their grievance/ concerns to the Company. This includes various social media platforms and formal contact details (phone number and email ID) on the product label. The complaints are addressed by a dedicated team which ensures that all the complaints are resolved in an efficient and timely manner. The Company has a robust system to document all the recorded complaints/concerns using the Complaint Data Management System. Any instance of consumer dissatisfaction is further handled in accordance with the Company’s consumer satisfaction policy.

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

Colgate-Palmolive (India) is committed to ensuring information regarding various environmental, safety and social aspects is provided to its consumers through all its products. These aspects are covered on its packaging across the portfolio.

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

3. Number of consumer complaints in respect of the following

Category	FY 2022 - 23		Remark	FY 2021 - 22		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	-	The Company receives and resolves all consumer queries in a timely and efficient manner. In FY 2022-23 there were no complaints reported in respect of the identified matters.	Nil	-	-
Advertising	Nil	-		Nil	-	-
Cyber-security	Nil	-		Nil	-	-
Delivery of essential services	Nil	-		Nil	-	-
Restrictive Trade Practices	Nil	-		Nil	-	-
Unfair Trade Practices	Nil	-		Nil	-	-
Other	Nil	-		Nil	-	-

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

Particulars	Number	Reason for recall
Voluntary Recall	Nil	N.A.
Forced Recall	Nil	N.A.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes, the Company has a global cybersecurity policy which is available on the intranet to all its employees. The policy establishes a well-defined escalation process that employees can follow in case of suspicious behaviour.

The Company also places the utmost priority on safeguarding customer privacy as reflected in the consumer privacy policy. This policy outlines responsible practices related to customer data, their rights, and privacy mechanisms.

If available, provide a web-link of the policy.

<https://www.colgatepalmolive.co.in/legal-privacy-policy>

This policy is implemented to protect the privacy of the Company's customers and consumers.

- 6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services - N.A.**

Leadership Indicators

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

Information regarding all products of Colgate-Palmolive (India) is available on the Company's website and can be accessed at www.colgate.com/en-in. Additionally, the Company publishes product information on several social media and e-commerce platforms.

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

Colgate-Palmolive (India) ensures safe and responsible usage of the products through informative labeling. The packaging provides information regarding safe usage and disposal for the majority of products including tubes, cartons, brush packets, bottle labels, among others. The Company's labeling and packaging also includes information and symbols related to its initiatives to promote recycling and water conservation. Additionally, product information is also available on the Company website and e-commerce sites.

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

In case of any adverse scenario, the Company can leverage various mass media tools such as live TV, radio, print, social media platforms, e-commerce pages, and brand stores for communication. Additionally, the Company can send out emails and SMS to consumers who have opted for regular communication from Colgate-Palmolive (India).

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable). If yes, provide details in brief.**

Yes, the Company has a proactive approach towards providing information on usage directions including information on the recommended quantity to be used and age limits, which are over and above the current regulatory requirements.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, Colgate-Palmolive (India) regularly conducts consumer satisfaction surveys to gauge consumer satisfaction in collaboration with the services of an independent provider. The scores of the surveys are thoroughly analyzed for identifying areas of improvement. This feedback provides valuable insights into enhancing processes, systems, and employee skill capacity. To ensure that the corrective actions are undertaken efficiently, the Company has also implemented a follow-up monitoring mechanism

- 5. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

- a. Number of instances of data breaches along-with impact : Nil**
- b. Percentage of data breaches involving personally identifiable information of customers : Nil**

For Colgate-Palmolive (India) Limited

Place: Mumbai
Date: May 12, 2023

Prabha Narasimhan
Managing Director and
Chief Executive Officer
(DIN: 08822860)

M.S. Jacob
Whole-time Director &
Chief Financial Officer
(DIN: 07645510)