



6 BEYOND BUSINESS

BEYOND BUSINESS



Building a more inclusive and greener India

Creating a greener India

Become carbon neutral and water positive, achieve zero waste to landfill, reduce specific energy consumption and increase renewable energy sources



Innovating for good & green

Have a third of our portfolio revenues comprising good and/or green products and services

Ensuring employability

Train 1 million rural and urban youth in skilled employment



BUSINESS RESPONSIBILITY REPORT

PHILANTHROPIC EFFORTS OF THE GODREJ GROUP

The Godrej Group has been at the forefront of philanthropic and social activities for several decades. 25% of the shares of the Godrej Group's holding company Godrej & Boyce are held in a trust that invests back in initiatives that support the environment, and improve the quality and availability of healthcare and education. Through investment and oversight by the trust, a large tract of mangrove forests in Mumbai have been protected, developed and maintained for several years and have served as a second set of lungs for the city. The Godrej Group has supported education all through and supports the Udayachal pre-primary and primary schools, which focuses on all round development of children. The Udayachal high school has recently been accredited with the International School Award in recognition of the school incorporating global education into its curriculum and innovation into classroom teaching.

Additionally, the Godrej Group has supported initiatives in healthcare, through its Godrej Memorial Hospital (GMH), which aims to provide quality healthcare at affordable costs. One such initiative is GMH's partnership with a US based NGO 'Smile Train' which helps in performing corrective cleft lip and palate surgeries for children from low income families. GMH offers surgery and hospitalization to the patients free of cost.

Table for Two

The Group continues to support the Indian chapter of "Table for Two", which it initiated at the World Economic Forum India Summit in December 2009. The initiative is targeted at addressing hunger and malnutrition in the developing world by combining our organization's tradition of serving society and individual involvement.

Heroes AIDS Project

The Godrej Group also continues to support Heroes AIDS Project (HAP). Founded by Parmeshwar Godrej and Richard Gere over a decade ago, Heroes Project continued to partner with the Bill and Melinda Gates Foundation to contribute strongly to the national and regional effort to address HIV-related stigma and discrimination; educate especially vulnerable populations about HIV; identify and recruit a range of societal leaders to serve as spokespersons for the cause; and partner with the media to create and disseminate strategic "education entertainment" programming that incorporates HIV issues.

Teach for India

GCPL has been supporting Teach for India since its inception in 2009. Teach for India (TFI) is a nationwide movement of outstanding college graduates and young professionals who will commit two-years to teach full-time in under resourced schools and who will become lifelong leaders working from within various sectors towards the pursuit of equity in education. In 2009 Teach for India began its journey in the classrooms with 78 TFI fellows (or teachers) in 2 cities and across 34 schools covering 3000 children. The movement has in 2012 grown to cover 164 schools in 5 cities with 506 fellows, impacting more than 16,000 children.

GODREJ GOOD & GREEN

In conjunction with our vision for "brighter living" for all stakeholders, we have developed a long-term vision for playing an active part in creating a more inclusive and greener India. This vision has been named "Godrej Good & Green".

Good & Green is founded on shared value initiatives. The concept of shared value is defined as policies and operating practices that enhance the competitiveness of a company while simultaneously

advancing the economic and social conditions in the communities in which it operates. As part of Good & Green, the Group aspires by 2020, to create a more employable Indian workforce, a greener India and innovate for good and green products.

Specifically, our goals at the Group level for 2020 as part of this vision are:

- Training 1 million rural and urban youth in skilled employment
- Achieving zero waste, carbon neutrality, positive water balance along with reducing our specific energy consumption and increasing proportion of renewable energy resources
- Having a third of our portfolio revenues comprising good and/or green products and services – defined as products that are environmentally superior or address a critical social issue (e.g., health, sanitation, disease prevention) for consumers at the bottom of the income pyramid

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company: L24246MH2000PLC129806
2. Name of the Company: Godrej Consumer Products Limited
3. Registered address: Pirojshanagar, Eastern Express Highway, Vikhroli, Mumbai 400 079
4. Website: www.godrejcp.com
5. E-mail id: investor.relations@godrejcp.com
6. Financial Year Reported: 2012-13
7. Sector(s) that the company is engaged in :Personal & Household Care Products
8. List three key products / services that the Company manufactures / provides : Toilet Soaps, Hair Color & Household Insecticides
9. Total number of locations where business activity is undertaken by the Company
 - a. **Number of International Locations (provide details of major 5)**
 GCPL has business activity undertaken in more than 12 international locations and the major ones are Indonesia, Argentina, UK, South Africa and Chile

b. **Number of National Locations:** GCPL has business activities carried out all over India with major manufacturing locations in Madhya Pradesh, Himachal Pradesh, Assam, Jammu, Puducherry and Goa

10. Markets served by the Company – Indian market, export and operations in International geographies as above.

Section B: Financial Details of the Company

1. Paid up Capital : ₹ 34 crore
2. Total Turnover : ₹ 3521 crore (Net of Excise)
3. Total profit after taxes : ₹ 511 crore
4. Total Spending on CSR as a percentage of PAT : 0.6%
5. List of activities in which expenditure in 4 above has been incurred:

The major areas in which the above expenditure has been incurred includes expenditure on a program to train young girls and housewives in the skills of Beauty & Hair Care and to train rural youth in Channel Sales.

Section C: Other Details

1. **Does the Company have any Subsidiary Company / companies?**
 Yes
2. **Do the Subsidiary Company / Companies participate in the BR initiatives of the parent company? If yes, then indicate the number of such subsidiary company (s):**
 GCPL has subsidiaries in foreign countries and encourages subsidiaries to participate in Business Responsibility (BR) initiatives. The Business Responsibility policies of the subsidiaries are in line with the local requirements.
3. **Do any other entity/ entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, more than 60%]**

GCPL actively encourages adoption of BR initiatives by our Business Partners. Currently less than 30% of other entities participate in the BR initiatives of the Company.

Section D: BR Information

1. Details of Director / Directors responsible for BR
 - a. Details of the Director (s) responsible for implementation of the BR policy / policies
 - i. DIN Number:00242423
 - ii. Name:A. Mahendran
 - iii. Designation : Managing Director
2. Principle-wise (as per NVGs) BR policy / policies

b. Details of the BR Head

S. No.	Particulars	Details
1.	DIN Number (if applicable)	00242423
2.	Name	A Mahendran
3.	Designation	Managing Director
4.	Telephone Number	022-25188010
5.	Email id	amahendran@godrejcp.com

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for the principles	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify in about 50 words(These policies have been framed keeping in view the goals of the organization and the economic environment of the operations of the company)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy been approved by the Board? If yes, has it been signed by the MD / Owner / CEO / appropriate Board Director?	N	N	N	N	N	N	N	N	N
5.	Does the company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	N	N	N	N	N	N	N	N	N
6.	Indicate the link for the policy to be viewed online?	-	-	-	-	-	-	-	-	-
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy / policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy / policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

- a. If answer to S.No. 1 against any principle is 'No', please explain why (tick up to 2 options)

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the principles									
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task				N.	A.				
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR
 - a. Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the company. (within 3 months, 3-6 months, annually, more than a year)

The BR Head periodically assesses the BR performance of the Company.
 - b. Does the company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?

The BR head will determine the frequency of the same.

Section E: Principle-wise Performance

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

The Board of Directors and Senior Management of Godrej Consumer Products Ltd. (GCPL) comply with the following Code of Conduct:

- Demonstrate the highest standards of integrity, business ethics, and corporate governance.
- Perform their roles with competence, diligence, in good faith and in the best interests of the Company.
- Provide expertise and experience in their areas of specialization and share learnings at Board meetings with the best interests of the Company and its stakeholders in mind. They should point the company's management in the 'right' direction based on their experience and judgement.
- Give careful and independent consideration to the affairs of the company and all documents placed before them to satisfy themselves with the soundness of key decisions taken by the Management. They should call for additional information, where necessary, for making such judgements.
- Not engage in any business, relationship or activity which detrimentally conflicts with the interest of the Company / Godrej Group or bring discredit to it. Any situation that creates a conflict of interest between personal interests and the Company and its stakeholders' interests must be avoided at all costs.
- Follow all the guidelines put forth in the Insider Trading Code of Conduct.
- Not disclose any confidential/privileged information of the Company and should direct any media queries or approaches to the appropriate spokesperson within the Company.

Applicability of the Code of Conduct:

This Code of Conduct (Code) applies to Directors of Godrej Consumer Products Ltd. (GCPL). It also applies to the senior management of the company

i.e. one level below the executive directors, and all functional heads.

An annual confirmation affirming compliance with the code of conduct is obtained from Board Members and senior management every year and the same has been obtained for the year ended March 2013.

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

The Company has a code of conduct which is applicable to all individuals working in the company. For the Subsidiaries and Joint Ventures, the code is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its Business Partners to follow the code.

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

There were 66 investor complaints received during the year and have been fully resolved.

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

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

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

1. Optimization of Ezee and pet bottles weight and change in material of construction.
2. Thickness of wrapper and stiffener for toilet soaps.
3. The size of PTC pill reduced in LMD (Liquid Mosquito Destroyer) resulting in reduction in energy consumption.

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

- a) 193 MT of HDPE and 54 MT of PET.
- b) Saving of 173 MT of paper and 90 MT of HMA.
- c) Around 90 lac units saved by the users considering the number of units we have sold in a year.

Does the company have procedures in place for sustainable sourcing (including transportation)?

If yes, what percentage of your inputs was sourced sustainably?

Currently, about 60% of the purchase is sourced sustainably. Palm oil constitutes 35% of spends and is sourced from sustainable sources. Perfume constitutes 7% of spends and is IFRA compliant. All rigid plastics which constitute 8% of the spend are recyclable. Master cartons/shippers and primary cartons are made from Agro/recycled waste paper, which constitutes 10%.

Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes. All agri based bulk materials, shippers and plastic components are produced locally, closer to the plants. These vendors are given priority payments and also technology and quality systems up-gradation supports.

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

Most of the wastes like wrapper, stiffener and packaging material like bottles, corrugated boxes are disposed to the vendors who recycle it. Spent lubricating oil is also disposed to recyclers, maximum of waste soap is recycled by the Company and balance is disposed to small scale manufacturers. All of our major units are certified for environment management system as per ISO-

14000. 1140 MT of PVC (Polyvinyl Chloride) was replaced by PET (Polyethylene Terephthalate) in the last year. The size of ring PTC pill (Positive temperature co-efficient film) assembly in our Liquid Mosquito Destroyer has been reduced resulting in less consumption of power.

Principle 3: Businesses should promote the wellbeing of all employees

GCPL focuses on ensuring well-being of all its employees. Safety and health of employees is extremely important to the Company and GCPL is committed to building and maintaining a safe and healthy workplace. Ensuring diversity, zero discrimination, safety and health and other attributes essential to a healthy and good working environment are part of our Code of Conduct. All employees who join GCPL demonstrate their commitment to follow the code of ethics by signing in their acceptance to adhere to the same. Examples of a few of the principles of this code of conduct are listed below.

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

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

Progressive Human Resource policies – GCPL prides itself as a great place to work, a fact recognized and acknowledged externally as well. This is evident in GCPL's consistent ranking as the best FMCG company to work for in the Great Places to work Study 2012 as well as its featuring among one the top 25 best employers in Asia as per the Aon Hewitt Best Employers 2011 study. HR policies like flexible working hours, work from home arrangements, part-time work, leave and benefits, adoption leave and benefits, extended maternity leave and benefits, paternity leave and benefits –

to name a few – go a long way in ensuring that the employees successfully strike a work-life balance. We are committed to the health and well-being of our employees and have an onsite medical center, hospital and children’s day care facility within the Godrej Vikhroli campus.

On-Campus Facilities (Vikhroli, HO): We have a canteen facility in the campus where refreshments are provided. Transport facility is provided from the office to the nearest railway station. The Head Office premises has a Bank ATM. A Staff Sales Shop is housed in the premises where employees can buy Godrej Products at a discounted price. Health and Fitness initiatives include morning Yoga session, a full time fitness instructor and nutritionist All GCPL sites are non-smoking zones. Smoking is strictly prohibited in the campus

Prevention of sexual harassment: The Company is committed to creating and maintaining an atmosphere in which our team members can work together, without fear of sexual harassment, exploitation or intimidation. Every team member is made aware that the Godrej Group is strongly opposed to sexual harassment and that such behavior is prohibited both by law and the Group policy. The Company takes all necessary action(s) required to prevent and correct behavior which violates this policy.

Engagement Forums: There are multiple touch points for leadership team to interact with employees through forums like open houses, town halls, the long range plan and annual operating plan cascades, focus groups around engagement surveys, HR connect sessions, skip level meetings by senior leadership etc. GCPL practices ‘Bedhadak Bolo’ as a philosophy which salutes the spirit of expression and innovation at Godrej. This encourages people to ‘Bedhadak Bolo’ – to speak and express openly and fearlessly. Bedhadak Bolo has resulted in employees coming forward and speaking translating into numerous changes and innovations within the organization. It has also resulted in better team dynamics and an incredibly more open work environment.

The Company provides continuous skill upgradation and learning opportunities through structured career discussions and individual development plans. The organization invests in functional training

for all employees in line with their current and future career aspirations.

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

Please indicate the Total number of employees.

2037 as on March 31, 2013 (excluding Temporary/contractual/casual basis)

Please indicate the Total number of employees hired on temporary/contractual/casual basis.

2672 as on March 31, 2013

Please indicate the Number of permanent women employees.

121

Please indicate the Number of permanent employees with disabilities

14

Do you have an employee association that is recognized by management.

Yes

What percentage of your permanent employees is members of this recognized employee association?

Approximately 60% across units

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

NIL

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

Permanent Employees :97%

Permanent Women Employees :95%

Casual/Temporary/Contractual Employees :75%

Employees with Disabilities :100%

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

Recruitment of candidates from the Scheduled Caste/Scheduled Tribe and Physically Challenged categories has been taken up as one of the major performance measures of the central recruitment process owner. GCPL participates in government fairs for recruiting candidates from the categories of Scheduled Caste/Scheduled Tribe and Physically Challenged. GCPL has also partnered with NGOs to provide employment opportunities and counseling to people that fall in one of those categories.



Free Medical Check up for local villagers in Sikkim Unit

Key Highlights:

1. To sustain Affirmative Action in GCPL, every SC/ST/PC candidate applying for a job is interviewed by the Unit head before the final decision is taken. This is done to remove individual biases of managers against these categories of candidates, if any. Recruitment of SC/ST/ PC candidates has been taken up as one of the performance measures of central recruitment process owner.
2. Our employee referral policy promotes referrals of SC/ST/PC candidates by offering higher referral amounts.
3. The HR function keeps a regular track of progress of Affirmative Action in the organization and takes necessary corrective actions, if needed. Adherence to and pro-active involvement in Affirmative Action has been added to the performance targets of various employees.

4. For the physically challenged, we identify appropriate jobs and also put in place the necessary infrastructural facilities for them depending on the nature of their disability.
5. GCPL has set aside a dedicated budget towards Affirmative Action for the next three years.
6. A special provision has been incorporated in all purchase order and vendor agreements. The provision reads as under: "You must take affirmative actions to provide an equal opportunity to SC/ ST & Physically Challenged (PC) people in employment, entrepreneurship etc. as per our guidelines".
7. To improve employability for the employees of these cadres, they are given equal opportunity in training and development.
8. In order to give a firsthand learning experience to students who have completed some sort of technical education, GCPL gives employment opportunity to such students and retains them as apprentices. While providing employment GCPL gives thrust to those students who belong to SC/ ST & PC. This year 15 SC\ST and 2 PC people have been recruited as trainees.
9. We ensure that we provide maximum employment to SC/ ST & PC people under contractor's rolls as well. More than 40% contract workers are from SC/ ST/ PC categories in all our manufacturing units. We have also appointed 5 SC/ST Contractors in Malanpur.
10. 12 % of our total domestic manpower belongs to the SC/ST/PC categories.

Partnership & Initiatives for Affirmative Action:

GCPL Malanpur:

GCPL, Malanpur is in close coordination with Ambedkar Institute for Handicapped, Kanpur for training, and recruitment of PC persons.

We have identified and tied-up with 2 NGO's who are rendering their services for the SC/ ST & PC children residing in and around Gwalior. Among them Snehalaya cares for those SC/ ST children who are mostly orphans and suffering from mental retardation, whereas Vivekananda Nidam runs

a hostel for the tribal children who have been picked up from the nearby forest areas. Also, to involve all employees in our Company's mission under Affirmative Action, we have appealed to all employees in GCPL Malanpur to voluntarily come forward & render services or donate money for the upliftment of the under-privileged and needy children of the NGOs Snehalaya&VivekanadaNidam. With an aim to help Snehalaya, we purchased greeting cards which are particularly hand-crafted by the mentally retarded SC/ ST children of Snehalaya.



Workshop at Malanpur on women's empowerment

GCPL Malanpur counseled and convinced Mr. Brijbhushan Singh Kushwaha, SC and PC, to start his own Newspaper and LIC Agency. He was provided with full financial and non-financial support from the unit and is today a most renowned entrepreneur in the area. GCPL still continues to support him in all the matters.

GCPL, Malanpur has communicated to the District Magistrate, Bhand through AKVN assuring them of participation in the Government Job Fair for recruiting SC/ST & PC candidates.

We are in the process of tie up with Centre for Entrepreneur development, Madhya Pradesh (CEDMAP) to train the SC/ST/PC candidates for specific trade which suits to manufacturing industries.

GCPL Katha & Thana

At GCPL Katha & Thana we have identified 3 schools, 1 School is adopted by Katha Unit (Govt Primary School, Judi Kalan Katha) & 2 Schools are adopted by Thana unit (Govt. Middle School, Thana & S.K. Public School) We have initiated the following

activities in these schools: Annual Meritorious Awards to SC/ST Students, Social Function like Celebration of World Environmental Day, Health & Hygiene, Good Habits, Plantation in school etc, Organizing various competition like poster/slogan/Poem on different themes, Helping PC Students with the help of Saket Orthopedic Hospital (Govt. Approved Institute for Physically Challenged).



Poster Competition at local public school in Baddi on World Environment Day

Has the company mapped its internal and external stakeholders? Yes/No

Yes

Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

Yes

Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

Our "Good & Green" vision inspires each one of us at Godrej to continue to work towards building a brighter, greener and more inclusive India. Employee volunteering at our corporate offices and factories forms a crucial element of our Good & Green strategy. Below are highlights from some of the volunteering initiatives undertaken this year:

- **Standard Chartered Mumbai Marathon:** Employees of the company have been taking various initiatives to provide support to the disadvantaged in the society. Several employees have been running in the Standard Chartered Mumbai Marathon since the last 3

years to support Teach for India by spreading awareness about the movement and also raising funds.

- **Goonj Collection Drive:** Every quarter we ask employees to donate household items to Goonj. We collected and donated clothes, books, woolens, toys, stationary and umbrellas to the underprivileged via Goonj.
- **Blood Donation Drive:** Many employees have participated in blood donation drives conducted at our factories and office.
- **Good & Green Employee volunteering week:** During the Joy-of-Giving week this year (2-6 October) over 150 members from the company taught children between class 2 – 7, in low-income schools and shelter homes.



GCPL Volunteers at a local school in Guwahati

The employees taught them about the importance of conserving resources and help making the planet greener. This initiative was rolled out in 14 cities across India.



GCPL Volunteers at a local school in Katha & Thana during Joy of Giving week

- **The Good & Green Carnival:** This was a 5 day event where several NGO's such as Aakanksha, Make a Difference, Aseema, Aftertaste and Earthy Goods visited our head office. These NGOs conducted awareness building activities and sold products to our employees.
- Since 2007, our Malanpur factory has adopted a neighbouring village "Singwari", which is predominantly inhabited by people belonging to scheduled castes and scheduled tribes. The adoption started with assisting a school by granting scholarships, providing computers, and organizing an eye-check up in the school.



Scholarship distribution to students at Malanpur

- **Godrej South Africa (GSA),** a wholly owned subsidiary of the company, also contributed to the volunteering effort by supporting the creation of a music and learning center for children. The organisation is passionate about its people and the communities in which it operates and recognize that children are the future, representing future employees, suppliers, consumers and partners.



South Africa - Supporting the Creation of a Music and Learning Center for Children

With a view to equip under-privileged children with the tools to grow and succeed in life, GSA partnered with the Little Wing Foundation, deciding to help create a music and learning centre for children. The centre aims to provide vulnerable, underprivileged children with the opportunity to learn a musical instrument. This project embodies our belief that “you give a child a chance and you give him/her a future” and that the center has the potential to improve early childhood development and provide a positive after school activity. The music and learning centre was created from 20ft and 40ft shipping containers. The former was converted into a full library with more than 1,000 donated books and latter into two fully equipped music rooms, each room containing 12 guitars, 3 keyboards, 2 bass guitars, a set of drums, 4 microphones, 10 amplifiers and the provision of a music teacher for 12 months.



A child enjoying the new Music & Learning Center for Children, supported by Godrej South Africa

Principle 5: Businesses should respect and promote human rights

GCPL respects and promotes human rights for all individuals.

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

The Company has a policy which is applicable to all employees in the company. For its Subsidiaries and Joint Ventures, the code is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its Business Partners to follow the policy.

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

NIL

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

We are continuously striving to achieve the goals and targets set under our good and green initiatives. Our efforts for energy conservation in all our units have resulted in reduction of specific energy by 12% and 11% reduction in specific water consumption and Green House Gas (GHG) emissions, over FY-11.



Tree plantation drive at GCPL, Katha

All the requirements of Central Pollution Control Board and State Pollution Control Board have been complied with. Detailed checklists for compliance have been put in place. Continuous thrust is given on improving productivity and plant utilization to improve specific consumption of water and energy. We have set targets for improvement in our environment performance for both short term as well as long term.



Tree plantation drive at GCPL, Katha 2

Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others

All of our major manufacturing units have policies on environment, health and safety measures. For the Subsidiaries and Joint Ventures the code is applicable in line with the local requirements prevailing in the country of operation. The Company encourages its Business Partners to follow the policy.

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

GHG emissions are monitored by all the units and we have taken short term and long term targets for reduction of the same. Some other initiatives includes Improvement in Boiler efficiency by 1% through an on-line oxygen analyzer, installed heat exchanger to pre heat feed and water, installation of right size and energy efficient pumps, installation of energy saving lights amongst others.



Solar System (150W) installation at Lokhra

Energy conservation

For energy conservation we are replacing tube lights with CFL and LED lighting in our plants. Right sizing of pumps, energy efficient pumps are also helping our energy consumption to go down. The exhaust fans installed in our units are being replaced with natural ventilators in most of our locations.

Does the company identify and assess potential environmental risks? Y/N

Yes, potential aspects related to environment are identified and evaluated for their impact on the basis of severity, scale and probability. All the significant aspects have operational control procedure in place.

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

No

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

Our Malanpur unit entered into a long term agreement with GAIL for natural gas supply to replace distillate fuel with environment friendly natural gas.

Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes. All the units are complying with the norms of CPCB and SPCB.

Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

NIL

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

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

GCPL ensures that its policy is with the highest degree of responsible and ethical behaviour and also works with collective platforms such as trade and industry chambers and associations to raise matters with the relevant government bodies.

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

GCPL represent through CII and other trade association for advancement / improvement of public good.

Principle 8: Businesses should support inclusive growth and equitable development

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

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

Yes. A dedicated CSR department termed ‘Good and Green’ focuses on these projects and initiatives

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

One of the first employability programs that was piloted in January 2012 and is now being scaled up is Godrej SALONi. It is a program to train young girls and housewives in the skills of Beauty & Hair Care. Close to 3000 candidates have graduated from this program in 2012. An in-house program of 240 hours has been built to train the candidates in basic beauty and hair care skills. The training makes use of GCPL products, which will also be made available to the graduates after the program at a considerable discount.



Inauguration of the Saloni Beauty & Hair Care Training Program under Good & Green

Currently 40 SALONi training centres are operational in Maharashtra, Karnataka, Tamil Nadu, Andhra Pradesh, Gujarat and Uttar Pradesh. These women are provided with a start-up kit at the end of the training, for them to operate as mobile beauticians. Separate modules on ‘enterprise development program’ and an ‘employment readiness program’ too have been developed for the beneficiaries of all employability programs to set them up for success early in their career.



Good & Green Vijay Sales Training Program

Another programme ‘VIJAY’ was piloted this year, to train rural youth in Channel Sales. This program has

till now seen more than 10,000 students graduate in the states of Madhya Pradesh, Chattisgarh, Orissa and Assam. The youth are trained over 22 full days to take up a job as a salesperson, post the training. The program includes 12 days of soft skills training, 5 days of sales training, 2 days of assessment and certification processes and 5 days of On-the-job training. The program has been specially designed for the purpose of training DSRs (Distributor Sales Representatives.)



Role play performed by Vijay students during the assessment and certification process

This initiative is helping us create a pipeline of skilled persons that will be available for all Godrej distributors to choose their DSRs from. The graduates of the program can find employment with any of the Godrej companies or other companies.



Sakhi Training Program for Rural Entrepreneurs

Godrej Sakhi is a programme that trains rural women to become entrepreneurs.



Good & Green Sakhi Training Program for rural entrepreneurs

Have you done any impact assessment of your initiative?

Yes

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

In the year, the Company spent 0.6% of PAT on CSR initiatives.

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

GCPL believes that employability of an individual can be captured through his/her earning potential and it is this metric that can be used to measure the impact of our skilling interventions.

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

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

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

What percentage of customer complaints/ consumer cases are pending as on the end of financial year.

NIL

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

GCPL displays adequate information to enable safe and effective usage of its products.

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

None

Did your company carry out any consumer survey/ consumer satisfaction trends?

Yes