



Energy & Water conservation

Sustainable packaging

Community nutrition

Product quality

Healthy product portfolio

Diversity & inclusion

Health, safety & wellbeing

Let's
make it a
**good
day**

RESPONSIBLE GOODNESS

SUSTAINABILITY REPORT 2021

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Letter from Chairman and MD

Sustainability has been at the heart of Britannia's philosophy for many years, reflected in the belief that our success and growth lie in creating value for all of the stakeholders who comprise our business ecosystem, including the environment and the many communities we are located within. In FY 2020 - 21, we took our belief a step further. We formulated a sustainability strategy for Britannia that embodies the vision of being a Responsible Global Total Foods Company. We are delighted to release our first Sustainability Report and invite you to read through it and share your feedback and opinions with us.

The COVID - 19 pandemic brought home a reminder of the importance of sustainable growth and of caring for the environment. We are committed to minimizing the environmental footprint of our operations and are working towards resource-neutrality. Several of our plants are powered by wind and solar energy and utilize clean fuels. In a bid to make the baking process more fuel efficient, we have invested in new ovens designed to use less fuel than conventional devices and retrofitted existing ovens for greater fuel efficiency. Outside our boundary, we have reduced the distance travelled by our products to reach consumers by sourcing raw materials from suppliers near our manufacturing units and with smarter utilization of vehicles in the logistics chain. Recognising that several parts of India are highly water stressed and that millions do not have access to safe water, we have put in place water management systems to minimise water use and are exploring ways for recharging within and outside our boundary. The responsible use of plastic is a key issue in our sector. We are taking action on plastic by reducing the quantity of plastic used, eliminating trays and partnering with Urban Local Bodies and recycling organisations.

Sustainable sourcing is a key element in our promise to create value for stakeholders. The Dairy Farmers Extension Program in Maharashtra has seen Britannia teams work with farmers to build capacity in dairy farming management. Today, the program has extended to 26 locations in the vicinity of our Ranjangaon plant and we receive 36,000 litres of quality milk per day, for our Dairy products.

Britannia's tag line Exciting Goodness enshrines our endeavour to provide convenient, delightful and nutritious food choices to consumers. Also embedded in it is a strong sense of responsibility, reflected in our commitment to enhance the goodness in our offerings. In keeping with this promise, we have pledged to the Food Safety and Standards Authority of India's (FSSAI) requirement of Eat Right, Eat Safe and continue to reduce fats and sugar in our products while enhancing quantities of nutritious and healthy ingredients. We are working to incorporate high protein foods in our products and are exploring future offerings in the benefit areas of Immunity



About Us



Britannia Industries is one of India's leading food companies, trusted by generations of Indians for over a century. Established in 1892 in Kolkata, Britannia is home to the country's most trusted Biscuit brands such as Good Day, Tiger, Marie Gold, Nutri Choice, Milk Bikis and premium products such as Bourbon and Pure Magic. We are part of the Wadia Group of Companies.

Our sustainability vision is to be a Responsible Global Total Foods Company driven by a passion to enhance the goodness in the food value chain. We strive to provide consumers with Healthy, Fresh and Delicious Food that is convenient and meets their daily nutritional needs. Each of our products is made with the best ingredients and packaged to retain their natural goodness, without compromise. This relentless focus helps us keep our promise to deliver Excitement and Goodness in every bite.

Aligned with our branding of Exciting Goodness, more than 52% of our products are fortified with essential micronutrients. Over the last few years, we have removed over 8,500 tons of Trans Fat from our products and have the distinction of being India's first Zero Trans Fat Foods Company. We are committed to enhancing the positives in our brands while reducing the negatives and are enabled by our Research & Development (R&D) capabilities to deliver enhanced nutrition through alternate cereals, whole grains, super seeds and protein isolates in Britannia products.



Our Products



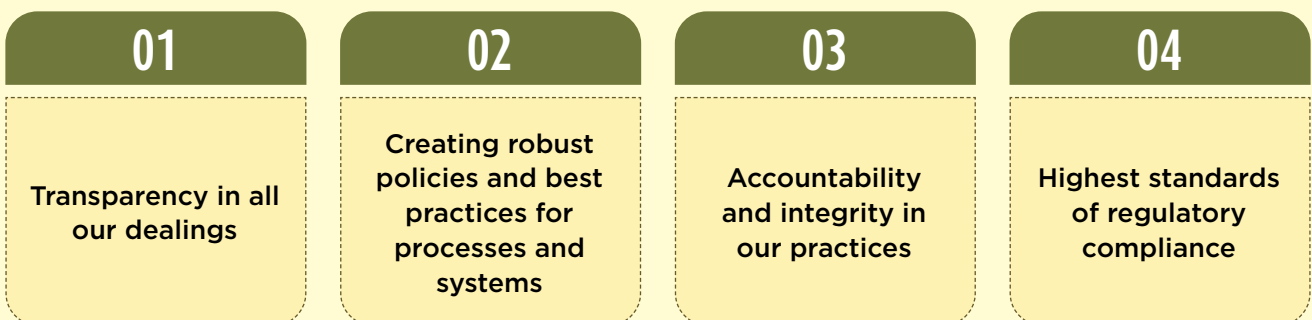
We pioneered the advent of sliced and packaged bread in 1954 and have grown this segment to include a range of healthy and differentiated offerings such as Kulcha and Atta Pizza to cater to the Indian market.

Our range of Cakes, first launched in 1963, has expanded to comprise a variety of products including Brownies, Swiss Rolls, and Bar and Chunk cakes. Rusk, a traditional category, too has grown to encompass multiple different variants.

Dairy was added to our portfolio in 1997 and today spans Cheese, Milk Based Beverages, Yogurt as well as Butter, Toned Milk and Dairy Whitener. More recently we ventured into innovative categories and included Cream Wafers, Centre Filled Croissants and Salted Snacks to our offering.

Our Values

We are guided by the following values in our Corporate Governance

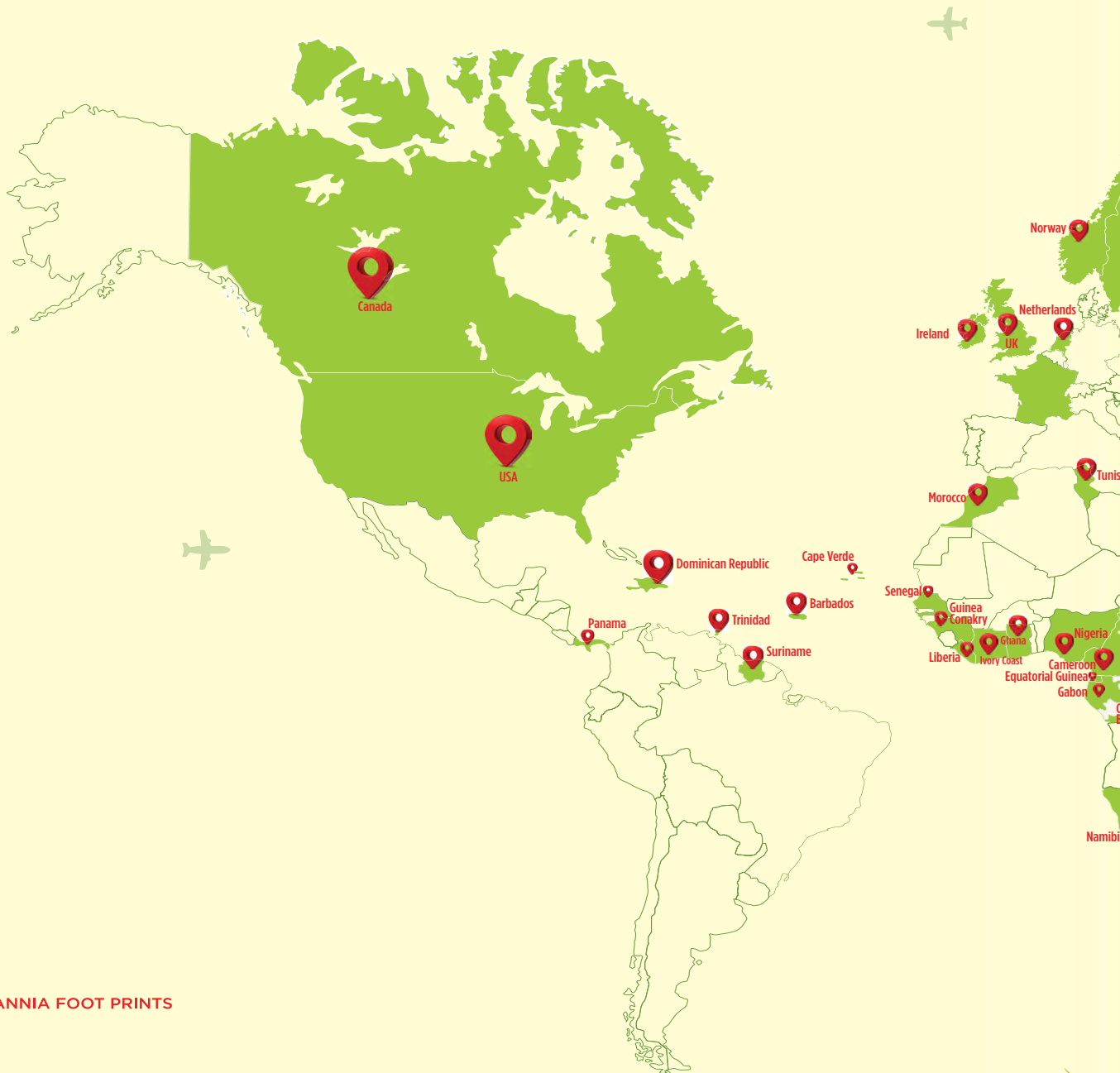


Our Presence

Britannia is a household name in India and reaches over 50% of the country's families and close to 5 million retail outlets. Britannia operates from our headquarters in Bangalore supported by branch offices in Kolkata, Delhi, Chennai, Mumbai and an international business office in Dubai. Our R&D Centre is located in Bidadi, in Karnataka. Our products are manufactured across 16 Company owned production facilities located across India. We

also partner with 35 Contract Packing units. Britannia is present across the world as well, through its international business, which spans the Middle East, Africa, Americas, Asia Pacific and South Asia, covering over 80 countries across the world.

We have a digital presence, through The Britannia Store Locator, a WhatsApp based tool, to enable consumers to find stores near



BRITANNIA FOOT PRINTS



Our Value Chain

The sustained growth of our business is closely linked to a sustainable value chain. Across the entire value chain, we endeavor to implement social, ethical and environmental considerations in our operations and strategic decision making. Our value chain is made up of

5 key components and supported by ongoing Innovation and R&D. The illustration below demonstrates our focus towards developing a sustainable value chain.



Collaborations and Memberships

Our collaborations with industry organizations are underpinned by the shared belief that such partnerships in matters of industry policy and advocacy will help Britannia make positive social and environmental impacts while achieving business goals. Our approach to partnering with such organizations is guided by the principles of our Code of Conduct, namely, honesty, transparency, integrity and accountability.

The key bodies that we are members of are:

- ASSOCHAM (Associated Chambers of Commerce and Industry of India)
- FICCI (Federation of Indian Chambers of Commerce and Industry)
- CII (Confederation of Indian Industry)
- FBMI (Federation of Biscuit Manufacturers of India)
- ASCI (The Advertising Standards Council of India)



Awards and Recognition

Britannia's commitment to providing world class products to markets has enabled us to earn the trust of Indian consumers and be rated as among the most trusted, valuable and popular brands in surveys conducted by renowned organizations.



About the Report

This report highlights the environmental, social and economic performance of our business from April 1, 2020 to March 31, 2021. It is compiled in accordance with the 'core' criteria of the Global Reporting Initiative (GRI) Standards. The GRI Content Index can be found at the end of the report.

Reporting Boundary

This document comprises our first sustainability report and encompasses the 16 factories owned by Britannia in India

Data Management

In order to ensure that this report presents valid and accurate information, we referred to multiple internal sources of information. These span an examination of conversion factors and assumptions made as well as periodic reviews and audit trails.

Approach to Materiality

Our sustainability performance takes into account the issues most material to creating sustainable value for all our stakeholders and our business. These material topics were identified through conversations with stakeholders and researching industry trends.

We would be happy to hear from you and to respond to any questions or feedback you may have with respect to our Sustainability Report for FY 2020 - 21.



Contact ID:
investorrelations@britindia.com



Stakeholder Engagement

We at Britannia work to ensure long term value creation for all our stakeholders and accord high importance to developing and maintaining stakeholder relationships. Our key stakeholder groups have been identified basis 2 criteria, namely: the impact that they have on the value we create and the impact of our business on stakeholders.

Stakeholder group	Engagement channels	Main topic of concern
Consumers	<ul style="list-style-type: none"> • Customer satisfaction surveys • Market Research • Brand campaigns and consumer promotions 	<ul style="list-style-type: none"> • Improved nutrition • Brand value • Brand trust and reliability • Affordability
Local communities	<ul style="list-style-type: none"> • Corporate Social Responsibility initiatives 	<ul style="list-style-type: none"> • Community development • Improved quality of life • Environmental preservation
Investors	<ul style="list-style-type: none"> • Press releases and publications • Investor conferences • Annual General Meeting 	<ul style="list-style-type: none"> • Financial performance • ESG performance • Business updates • Growth plans and project pipeline
Regulators	<ul style="list-style-type: none"> • Mandatory compliance reports 	<ul style="list-style-type: none"> • Statutory, environmental and social compliance
Suppliers	<ul style="list-style-type: none"> • Supplier meets, need-based engagement on case-to-case basis 	<ul style="list-style-type: none"> • Capacity and capability building • Competitive prices • Guaranteed uptake
Distributors	<ul style="list-style-type: none"> • Need-based engagement on case-to-case basis 	<ul style="list-style-type: none"> • Incentives • Product quality • Brand communication and marketing support
Employees	<ul style="list-style-type: none"> • Continuous listening and engagement, Annual survey 	<ul style="list-style-type: none"> • Safety, wellbeing, diversity & inclusion



Materiality

We create shared value by demonstrating our commitment to and performance on issues most material to our stakeholders and to the organization. The process of determining material issues is systematic and robust and involves two key steps: identification, followed by prioritization. The figure below outlines the process followed:

01 Identification 

- Discussions with Britannians across functions and experience levels
- Earlier Britannia Annual Reports
- Benchmarking against issues material to peers
- External ESG standards such as Sustainability Accounting Standards Board (SASB), DJSI

A broad list of issues is identified across Growth, (economic), People (social) and Resources (environmental) pillars

02 Prioritization 

- External ESG standards that represent multi stakeholder requirements
- Internal stakeholder discussions with senior management

Comprehensive representation of stakeholder needs in a Materiality Matrix

The outcome of this process is Britannia’s Materiality Matrix, which maps our material issues on 2 dimensions, namely, Importance to Britannia’s stakeholders and Importance to Britannia.



Materiality Matrix

		Importance to Britannia		
		Fundamental	Progressive	Vital
Importance to Britannia's Stakeholders	Vital		<ul style="list-style-type: none"> Sustainable sourcing Water 	<ul style="list-style-type: none"> Product safety & quality Community nutrition Sustainable packaging Renewable energy Business ethics & culture Healthy product portfolio Strategy & disclosure
	Progressive		<ul style="list-style-type: none"> Factory waste Health, safety & wellbeing Ethical labelling marketing & influence 	<ul style="list-style-type: none"> Fuel & energy efficiency
	Fundamental	<ul style="list-style-type: none"> Recovery of defective products Breakage & returns 	<ul style="list-style-type: none"> Employee engagement Data security & privacy Diversity & inclusion Farmer extension programs Expired stocks 	<ul style="list-style-type: none"> Market presence Disruptive innovation Customer centricity Category expansion Trusted brand Leadership development Input material use efficiency

The prioritized material issues thus arrived at inform the Company's Sustainability strategy. The materiality of the different issues is continuously monitored, and their priority is adjusted, in alignment with current business priorities and basis our performance on the issues. The key material issues identified are as follows:

Key material issue	Why is it material	Reference page number
Product safety and quality	Ensuring we provide safe, nutritious and tasty products to our consumers in alignment with robust safety and quality standards	21
Community nutrition	Taking care of the communities around our factories through a holistic approach to addressing malnutrition	55
Sustainable packaging	Responsibly addressing the concern of plastic waste management by transitioning to a circular economy	37
Renewable energy	Reducing emissions across our operations and contributing to climate action	32
Business ethics & culture	Conducting business activities with integrity	21
Healthy product portfolio	Enhancing nutritional content in our products	25
Strategy & disclosure	Embedding sustainability into our business strategy and disclosing our performance to stakeholders	16, 21

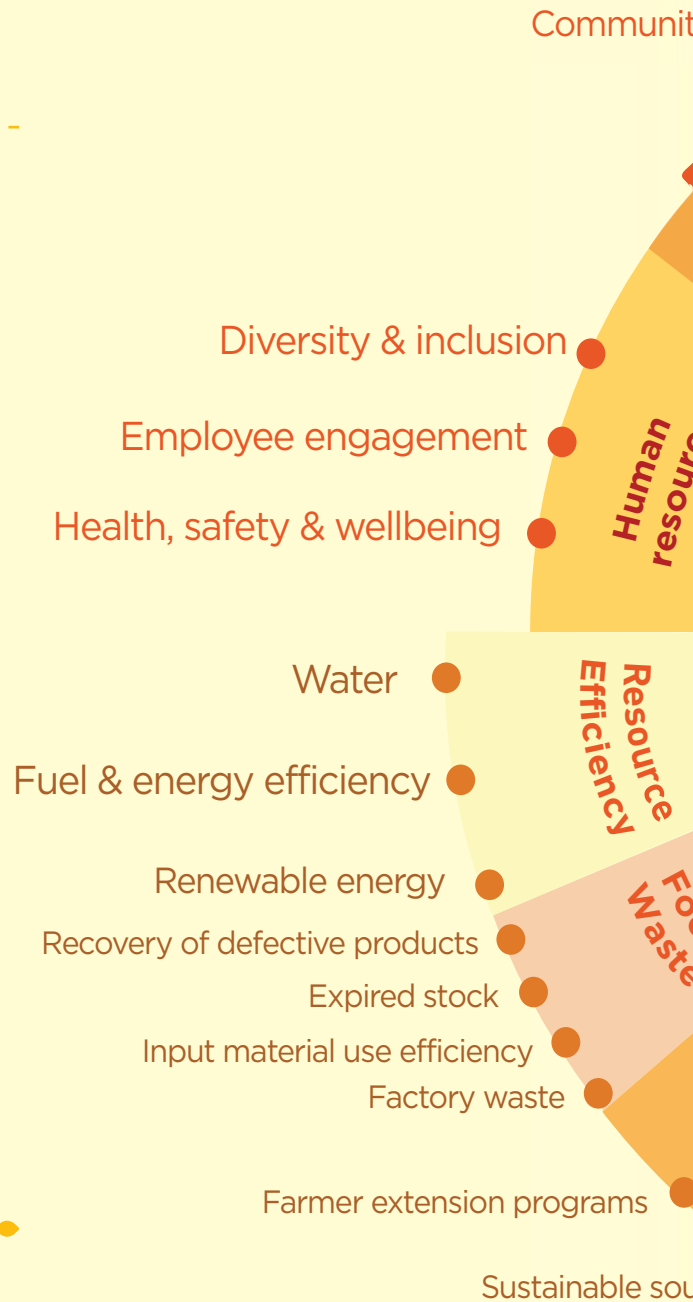


Our Sustainability Strategy

We believe that Britannia, as a responsible corporate citizen, shares the responsibility to create value for our stakeholders through our products and processes, as well as ensure positive impacts on the environment and communities we are located within. Our sustainability strategy is rooted in this commitment, which has shaped our sustainability vision of being a Responsible Global Total Foods Company driven by the passion to enhance goodness in the value chain. Thus, our consumers continue to receive Exciting Goodness, crafted and delivered responsibly.

We have developed a strategic framework for sustainability which rests on 4 core pillars: Growth (Economic), Governance, Resources (Environment), People (Social). The pillars in turn are supported by 8 levers which split into 26 programs. Each of these 26 programs is assigned annual targets and key performance indicators (KPIs) to evaluate our progress as we put the strategy into action.

Our sustainability strategy framework is depicted as follows:





Prior to formal development of this sustainability framework, over the past few years, we put into action several initiatives under each of the 4 pillars of Growth, Governance, Resources and People. These include reducing fuel and emissions in transportation, renewable energy usage in our factories, and harmonizing packaging laminates - to mention a few. Addressing malnutrition has always been a high priority

agenda at Britannia, and we have initiated initiatives to enhance nutritional content as well as work in the communities around our factories to combat malnutrition. Our nutrition policy contains our position on product composition, packaging information and marketing guidelines. Additionally, we continue to comply with national and international regulations on disclosing nutrition information on our product packaging.

Risk Management

Risk management is overseen by the Risk Management Committee of the Board that continually monitors and reviews our risk management plan.

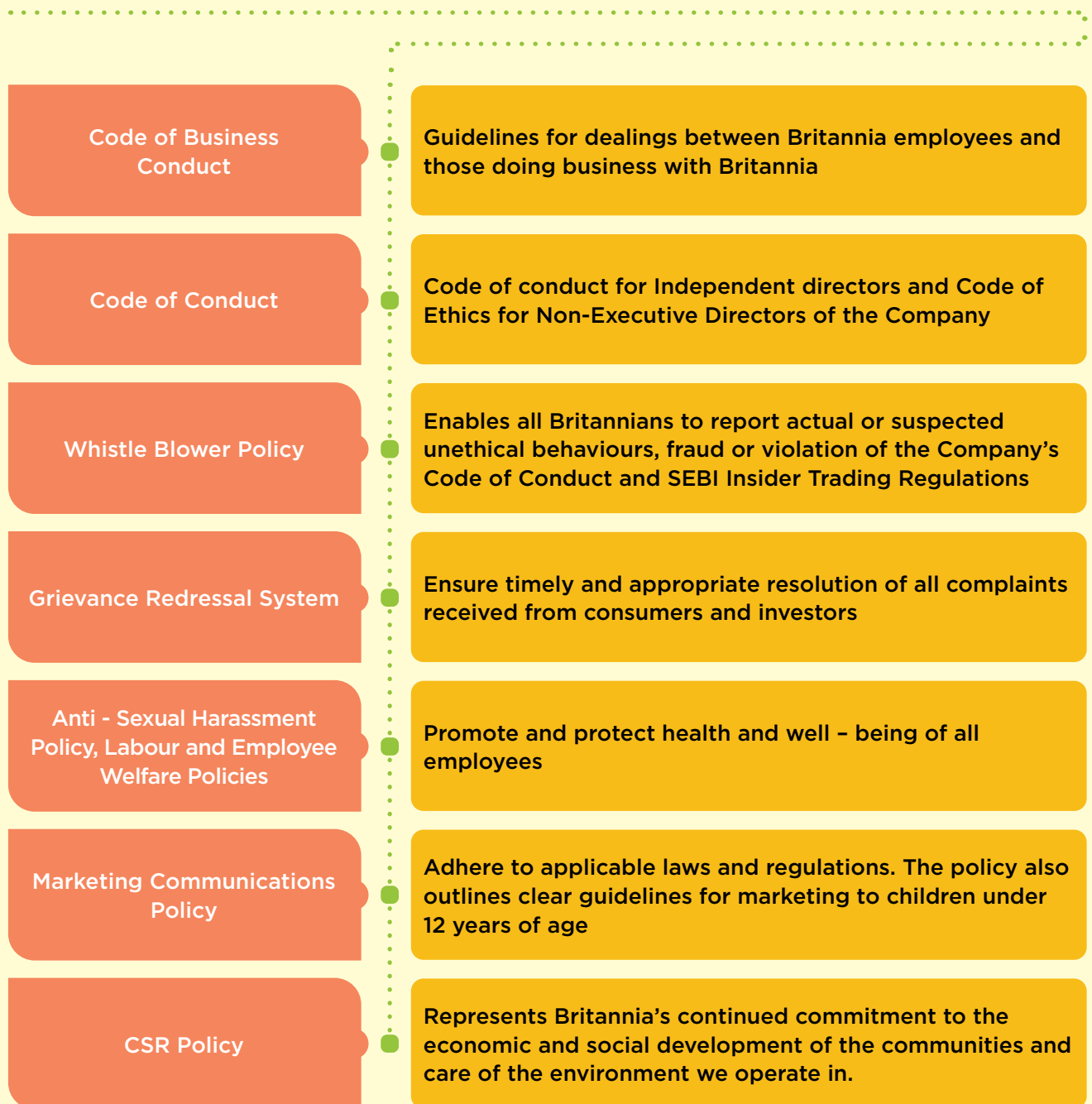
Risk category	Impact on Britannia	Mitigation
Regulatory	Regulatory action due to changing regulations, particularly on food and plastic waste management	<ul style="list-style-type: none"> • Robust corporate governance framework • Compliance with Food safety standards • Action on extended producer’s responsibility
Occupational health and safety	Impact on safety of our workers, lost time and cost of corrective action	<ul style="list-style-type: none"> • Occupational health and safety management system • Safety governance structure • Safety trainings • COVID - 19 safety protocols
Resource scarcity	Availability and volatility of critical natural resources, including water and agro-inputs	<ul style="list-style-type: none"> • Use of renewable electricity and alternative fuels • Water efficiency and recharge practices • Farmer engagement programs (currently for Dairy)
Talent management & Labor relations	Availability of skilled and competitive talent pipeline, impact on motivation and well-being of workforce	<ul style="list-style-type: none"> • Robust employee value proposition framework • Britannia for Britanniains program (internal promotions)
Reputational	Social license to operate, impact on brand value	<ul style="list-style-type: none"> • Community engagement/CSR activities • Cause marketing campaigns • Active consumer engagement across channels



Governance

We at Britannia adopt high standards of professionalism, honesty, integrity and ethical behaviour in conducting business and in our engagement with all stakeholders. We are guided by well-established Codes of Conduct that extend to all Britannians, including employees and Directors.

In addition to the Codes of Conduct we have specific governance policies which aim to protect the interests of the organization as well as all our stakeholders, both internal as well as external. The broad list of governing policies is depicted below:





Details of other policies relating to the conduct of our business and those listed above may be found on our website <http://britannia.co.in/investors/code-of-conduct>

The Company’s governance is overseen by Board Committees, each with accountability for key aspects of Britannia’s functioning. We have also instituted adequate internal control systems to oversee the implementation of policies.

Committees of the Board	Internal Committees
<ul style="list-style-type: none"> • Audit Committee • Risk Management Committee • Stakeholder Relationship Committee • CSR Committee 	<ul style="list-style-type: none"> • Ethics Committee • Internal Complaints Committee (POSH committee) • Safety Committee

Governance of Sustainability

At Britannia, we give high importance to sustainability governance and believe that it is to be integrated in every business function. Our Sustainability governance structure is based on the 4 pillars of our Sustainability strategy and is shown below:



Ethics and Culture

We foster an ethos of ethical behaviour and social responsibility among all Britannians. Our Whistle Blower Policy allows employees and Directors of the Company to approach the Ethics Committee or Chairman of the Audit Committee to report actual or suspected unethical behaviours, fraud or violation of the Company's Code of Conduct and SEBI Insider Trading Regulations. Going

beyond policies and processes, we believe that our people live our values and therefore have defined a crucial pillar of our employee value proposition as 'RespecTi)NG: Do the Right Ti)ng'. We expect our employees to demonstrate uncompromised integrity and ethics. Our employees also extend our compassion for society by volunteering in our CSR and social initiatives.

Disclosure

We believe in transparent communication of our financial and non-financial performance, and in going beyond regulatory requirements to communicate our ESG performance to our stakeholders. In addition to disclosing our performance in the form

of the Business Responsibility Report and the Sustainability Report, we also disclose on ESG in our investor presentations, in third-party ESG benchmarks as well as sector-specific forums such as the Access to Nutrition Index.

Product Safety and Quality

Our consumers trust us to provide them and their families with high-quality products. We design and manufacture our products, so they are safe for their intended use.

We measure and manage key product and package quality attributes so that our products meet applicable regulations, Company requirements and consumer expectations in the marketplace. To ensure such consistency and reliability, we have a well-established Integrated Food Safety and Quality management system that holds all our operations to the same standards of production and distribution. It is the framework of governance and management which enables sustainable performance, allows us to meet customer and consumer demands, and drive continuous improvement.

We have integrated our business and QFS (Quality and Food Safety) objectives to align

them with consistent metrics for monitoring performance. All our business units implement and maintain a food safety and quality management system in accordance with BIL requirements and compliance to these requirements are systematically monitored. At every step of production and with random sample analysis from the marketplace, we keep testing our product for quality and safety attributes. The Consumer Quality Index helps us to track and maintain the quality of our product in the marketplace.

From product development at the R&D stage to the manufacturing locations, compliance with the requirements of the Food Safety and Standards Act is ensured. Our Quality Systems



require all our suppliers to comply with Food safety and quality standards. Stringent checks are undertaken to ensure the quality and safety of all material procured. All the existing manufacturing units of the Company including contract manufacturing units are certified by an accredited third party in accordance with ISO 22000 standards and operate in compliance with stringent food safety and quality standards. All our manufacturing units are audited by a US Based Third party Agency “The American Institute of Baking” (AIB) & received Certification by manufacturing units through compliance to Global Food Safety Standards.

Britannia is committed to continually improving quality performance – and our improvement programmes therefore cover all aspects of our value chain (suppliers, manufacturing, route to market). We also improve the way we track and respond to consumer feedback.

Britannia has implemented a robust Vendor Quality Assurance Program (VQAP) across the supply chain to integrate, monitor and control quality throughout all stages. We review Key supplier scorecards quarterly and drive Quality and Food Safety improvements that provide lasting value to suppliers. We promote continuous improvement through innovation and collaboration with industry and partners. We have a continual program for audit and measuring.

“Consumer Care Cell” continues to be compliant to the ‘Quality management-customer satisfaction & Guidelines’ on complaint handling in organisation and sustained the certification ISO 10002:2018.

Leadership Development

We endorse the credo of Britannia for Britannians in the development of our people. We are well equipped to focus both on performance orientation as well as identify and support internal talent to take on roles of increasing responsibility, challenges and leadership. This is done by providing a learning platform early in Britannians’ careers, thus developing a talent pipeline as well as

strengthening our position for sustainable growth and industry leadership. Most of our senior leadership talent has learned the ropes and grown internally within the system. Our philosophy is focused on indexing on the potential of our internal talent. We bet on this high potential internal talent and provide them with greater responsibility.



Ethical Labelling, Marketing and Influence

It is our aim to transparently communicate the sustainable value created by our products and enable customers to make informed choices. All our products carry comprehensive and clear nutrition information including contents of all macro and micronutrients on the packaging, complying with requirements for back, side and front of pack information.

- **Back/side of pack:**

Per 100 gm of product - Energy as kilocalories, Carbohydrates, Sugar, Protein, Fat, Saturated Fat, Monounsaturated Fat (MUFA), Polyunsaturated Fat (PUFA), Trans Fatty Acids, Cholesterol.

- For international markets, nutrition information is provided per serve size and as per daily values specific to each country.

- **Front of pack:**

We provide information, including nutrition claims, that enable consumers make an informed choice. Although not mandated in India, we voluntarily declare information on MUFA, PUFA, Cholesterol, Sodium Allergens and Dietary Fibre (if any).

We follow all laws with respect to health claims and comply with Food Safety & Standards Regulations in India, Codex Guidelines and applicable regulations for international markets. All our brand communication adheres to local laws and in India complies with Advertising Standards Council of India (ASCI) requirements.

Going forward, we are working towards providing enhanced product information including ESG aspects relevant to products and brands.

Data Security and Privacy

At Britannia we respect the privacy of our employees, business partners and visitors who interact with our online platforms.

We have an appropriate safeguard for data privacy of all our stakeholders, along with legal and security standards. We collect information only when offered voluntarily - to respond to visitor queries and for promotional activities.

Personal information is given to a third party only when the party complies with our standards. While we use 'cookie' technology on our corporate website, under no circumstances do we use that information to personally identify visitors or to cross-reference the same with any personal information that is voluntarily offered.



Growth

Key Highlights: to include infographics relating to:

- Financial performance: 12.67% increase in revenue and 18.58% increase in net profit
- Healthy product portfolio: 87% increase in whole wheat over 5 years
- Trusted brand: 1000+ homemakers supported by Marie Gold My Start Up Campaign



Decent work and economic growth

- Contribute to the national economic growth through robust financial performance
- Support local entrepreneurs (women homemakers) through the Marie Gold My Start Up Campaign

Economic Performance

The unprecedented humanitarian crisis brought about by the COVID-19 pandemic posed major challenges to socio-economic systems. Disruption in lives and livelihoods was coupled with a slowdown in economic activity, as the priority was health and safety over growth. Britannia acknowledged its role in providing its products to its customers despite the

human and operational challenges. Strategies to ensure material availability, digital sales initiatives, a relentless focus on safety and the drive our people ensured that Britannia remained resilient despite the pandemic. A robust business continuity plan (BCP) was also implemented to manage the pandemic.



We registered a revenue growth of 12.67% (Standalone basis), and also paid dividends to our shareholders to the tune of INR 2,839 Cr.

Our biscuits business grew during the pandemic as consumers increasingly opted for value maximization. Our approach is to have localized strategies to address the local consumer needs and tastes of our markets. As part of our “Many Indias” strategy, we launched Britannia Milk Bikis with 100% Atta (wheat) in the Hindi speaking states of the country. Cakes, rusk and bread continued to show strong performance, as we continued to provide a superior taste at affordable prices. We also grew our dairy business and are procuring up to 36,000 liters of milk per day from the local dairy farmers around the Ranjangaon factory. Adjacent business that comprises

cream wafers, center filled croissants and salter snacks have also achieved strong positions and positive response from customers.

Britannia brought to market new innovations such as Pure Magic Chocolush Hazelnut, Layer Cake Rs.5, Winkin Cow Lassi (in Classic & Mango flavours) and Diced Cheese to meet consumer’s needs for innovative products. Embracing changes in consumer behaviour due to the pandemic, Britannia enhanced its share of e-commerce. We integrated with ‘Grofers’ for the launch of our Treat Wafers Rs.10 campaign.



Further details on our financial performance can be found in our annual report.

Economic Value Generated & Distributed (EVG&D)	Specify Monetary Unit	Value for FY 2020-21 (In Crores)
Direct Economic Value Generated		
Revenues	INR	12,378.83
Direct Economic Value Distributed		
Operating Costs	INR	9,791.43
Employee wages and benefits	INR	402.85
Payment to providers of capital	INR	2,937.47
Payments to governments by country	INR	601.68
Community Investments	INR	32.44
Economic Value Retained	INR	(1387.04)

Being a Customer Centric and Trusted Brand

Over the years, consumers have strengthened their trust in Britannia by voting us as one of the most Trusted Food Brands in the country. Leveraging the trust reposed in us and the goodness in our brands, we continually aspire to use our brand as a force for good.

Our initiatives to enhance and communicate the value of our brands give centrality to

customer need fulfilment and feedback. Insights based on customer engagement are incorporated in the development of new products or enhancements of existing ones and our different functions e.g., R&D, Marketing, partner to ensure that Britannia products launched in the market address and fulfil ever evolving customer needs.

Healthy Product Portfolio

At Britannia, we continuously look for ways to enhance the goodness of our products while continuing to deliver on taste and excitement. Living up to our commitment of Healthy, Fresh and Delicious Food, we are working towards playing in the benefit areas of Immunity and Wellbeing in the future and are working to develop high protein foods, incorporation of seeds and whole grains in our portfolios.

Aligning with our efforts to responsibly enhance the goodness in our brands, we have pledged to the Food Safety and Standards Authority of India’s (FSSAI) requirement of Eat Right, Eat Safe. Over the last five years (FY 2015 -16 to H1 FY 2020-21), in the bakery portfolio, we have:



Enhanced per serving of product

Whole grains by
85.5 %

Dietary Fibres by
87 %

Reduced per serving of product

Sugar by
5.12%

Total Fat by
5.57%

Moving ahead, our aim is to achieve 8% reduction in sugar in our products and 6% reduction in sodium by FY 2023-24 with respect to the 2018-19 baseline.

CASE STUDY:

Our performance in the Access to Nutrition Initiative (ATNI)

Access to Nutrition Initiative (ATNI) is an initiative of the Access to Nutrition Foundation, an international not for profit organization based in The Netherlands. The focus of ATNI is to develop mechanisms that encourage global Foods & Beverages companies to address global malnutrition and track their contribution to addressing the issue. The India Spotlight Index 2020 (<https://accesstonutrition.org/index/india-spotlight-2020/>) is part of this initiative and encompasses 16 of the country’s leading Food & Beverages companies, including Britannia. The index aims to support efforts by all stakeholders including the Government of India’s Eat Right commitment to address and minimise all forms of malnutrition in the country.

Recent results published in February 2020 show that not only do we continue to be the highest scoring India - headquartered company, but we have also demonstrated clear improvement in all parameters of the

Index, in comparison to the previous edition.

This enhanced competitive standing is influenced by our commitment to address malnutrition. Our marketing policy has enabled us to become the only India-headquartered company (as per the time of ATNI result release) that has embedded in its policy to advertise responsibly to children under 12 along with carrying clear nutritional information on the packs. The implementation of our newly developed Nutrition Policy which is directed towards providing convenient, delightful and nutritious food choices to consumers has also contributed significantly to our overall performance.

We at Britannia see this as a recognition and validation of our efforts. Coming from an external and credible industry initiative, the competitive benchmarking only strengthens our commitment to our goal to be a Responsible Global Total Foods Company.



Sugar reduction in Milk Bikis



Sugar reduction in the bakery portfolio is challenging since it is the sweetness balance that drives taste delivery, consumer acceptance and repeat purchase.

In FY 2020 -21, we took on the challenge of maintaining the taste as well as reducing the sugar content substantially in Milk Bikis and traversed through the same systematically. A scientific approach was followed tapping on to all the opportunity spaces including advancements in the areas of ingredients, flavour technologies and natural sugar replacers to ensure that with the reduction in sugar content, the sweetness perception was also maintained. We worked with our vendor partners specialized in these domains who supported us in faster execution. Multiple levels of validation at the design stage including internal product testing, qualitative research with consumers etc. helped in

plugging the gaps in taste and consumer expectations at the design stage. Finally, qualification was done through large scale quantitative consumer research and internal approvals. Since then, the new Milk Bikis is already in the market, currently launched regionally in certain geographies.

Through this project, we created value for our consumers to the tune of 13.3% (3.6g per 100g) sugar reduction in Milk Bikis. Value created for the Britannia is also immense as the tool kit created through this project along with the consumer and product learning acquired will help us fast track the sugar reduction agenda for subsequent years.

Nutrition Information per 100g product (approx.):
 Carbohydrate - 75g, of which **Sugars - 27g**,
 Protein - 7g, Fat - 14g, Saturated fatty acids - 6g, Mono unsaturated fatty acids - 6g, Poly unsaturated fatty acids - 2g, Trans fatty acids - 0g, Cholesterol - 0mg, Energy - 454kcal, Calcium - 90mg, Iodine - 25mcg, Vitamin D* - 1.5mcg, Vitamin B1* - 0.18mg, Vitamin B6* - 0.30mg, Vitamin B12* - 0.15mcg.



Before



After

Nutrition Information per 100g product (approx.):
 Carbohydrate - 72g, of which **Sugars - 23.4g**, Dietary Fibre - 5.0, Protein - 8%, Fat - 17.8g, Saturated fatty acids - 8.8g, Mono unsaturated fatty acids - 6.8g, Poly unsaturated fatty acids - 2g, Trans fatty acids - 0g, Cholesterol - 0mg, Energy 481 kcal, Calcium - 90mg, Iodine - 25mcg, Vitamin - 115mcg, Vitamin 0.18mg, Vitamin B6t - 0.30mg, Vitamin B12* 0.115mcg. *Guideline Daily Amount of an average adult (based on 2000 kcal diet)



CASE STUDY:

Marie Gold My Start Up Campaign



In 2018, we conducted a nationwide survey* to understand the aspirations of Indian homemakers and the barriers to realizing their ambitions. The findings revealed that 1 in 2 homemakers had aspired to setting up their own business when they were younger. While the majority wanted to be financially independent, a large number also wished to carve out a distinct identity for themselves. Many did take the initiative to start out on their own but, in several instances, they gave up, being unable to manage a business along with family commitments or for a want of funds, mentorship and confidence.

The Marie Gold My Start Up Campaign was initiated in 2019. This Campaign enables women and homemakers to achieve financial independence by fulfilling their entrepreneurial aspirations. In its 3rd season at present, the Campaign has attracted approximately 5 million applicants and supported thousands of homemakers with skills training in association with the National Skill Development Corporation, to set up their own enterprises. The top 10 business ideas in each season receive financial assistance to start their own enterprises.

* In partnership with Nielsen, a leading Market research company in India



Britannia Nutrition Policy

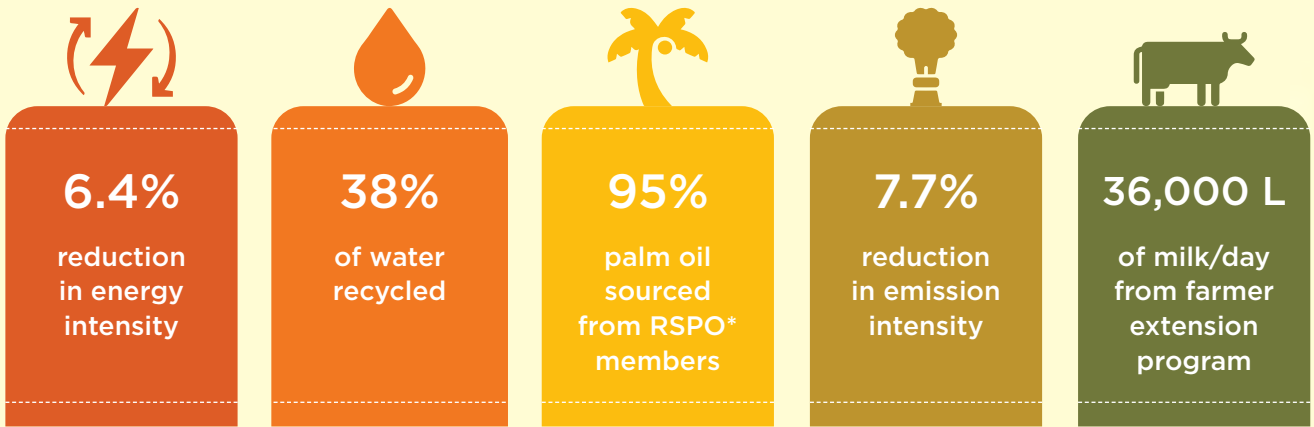
Britannia’s Nutrition Policy, adopted in FY 2019 – 20, guides our efforts to Make a Difference in the community. We do this by making convenient, delightful food choices available to all consumers, that address their nutrition needs, help better their quality of life and address nutrition related health problems that confront India. Our efforts to address nutrition deficiencies in vulnerable groups has resulted in development of special Iron and Folic Acid fortified biscuit (which provides 50% – 75% RDA of these nutrients to adolescents and women), and which is given as a part of the Britannia Nutrition Foundation initiatives to address iron deficiency anaemia.

In recognition of our efforts and commitment towards Affordable Nutrition for all, Britannia ranked first among Indian headquartered companies on the Access to Nutrition Initiative (ATNI) India Spotlight 2020 Index in 2020.

Our Nutrition Policy encompasses clear guidelines for labelling and on pack nutrition information which have been discussed in detail in the policy sections on ‘nutritional labelling and claims’ as well as under ‘responsible marketing’.



Resources



SDG

7 AFFORDABLE AND CLEAN ENERGY




Energy & emissions

- Increasing share of renewable energy in the mix through PPAs with renewable electricity providers, and the use of biomass in select plants
- Reducing energy footprint through efficiency initiatives in manufacturing processes as well as utilities

SDG

6 CLEAN WATER AND SANITATION



Water

- Water use reduction and recycling through water efficient fixtures, monitoring mechanisms and reuse of treated water for landscaping

SDG

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Waste & packaging

- Reduction in waste quantity generation through increasing efficiency of input material use and ensuring freshness of food post production
- Use of recycled content in secondary packaging
- Packaging harmonisation initiatives to reduce laminate consumption

SDG

8 DECENT WORK AND ECONOMIC GROWTH



Responsible procurement

- Economic empowerment of farmers in the dairy farmer extension program through animal welfare initiatives and yield improvement

SDG

6 CLEAN WATER AND SANITATION



- Responsible water management and sanitation practices at dairy farms for ensuring health of cows and farmers

* Roundtable on Sustainable Palm Oil



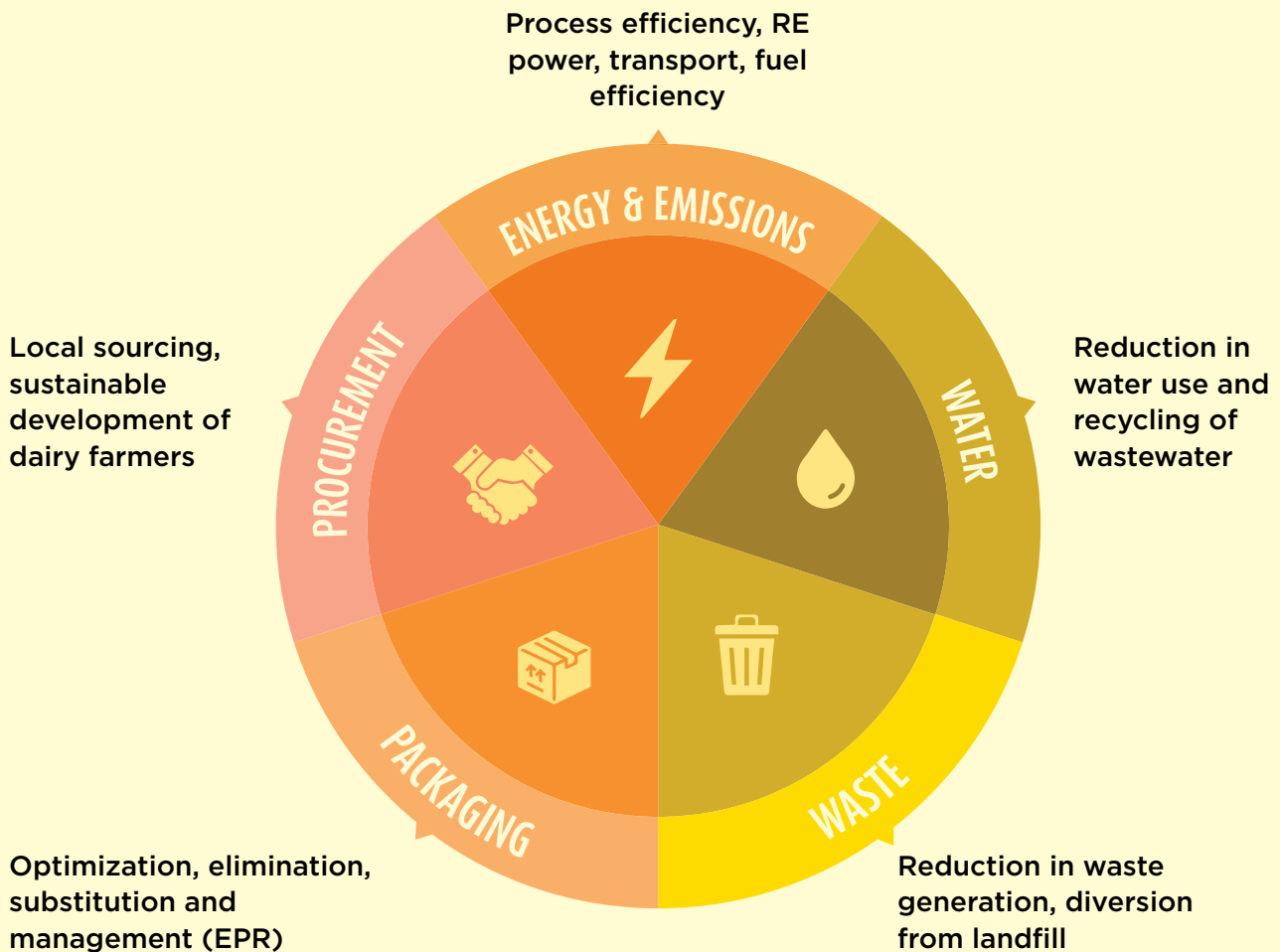
Our Approach

We aspire to minimize our environmental footprint and address climate change by transitioning to resource neutral operations. We intend to do so through greater efficiencies in use of water, fuels, electricity, and through increased use of renewable energy (RE).

We are increasing the amounts of clean fuels such as natural gas and power sourced from solar and wind to reduce our Scope 1 and 2 emissions. Over the years we have also reduced the amount of Scope 3 emissions by reducing the distance-to-market of our products. Being conscious of the state of water scarcity and its nature as a shared resource

around the areas where we operate, we have put in place systems which allow us to re-use wastewater and minimise our water footprint.

We continually seek to improve process efficiencies to reduce waste generation and partner with vendors that divert waste away from the landfill. We have made great strides in our journey towards sustainable packaging through optimization, elimination, substitution of virgin plastic materials and management of post-consumer plastic waste through the Extended Producer Responsibility (EPR) mechanism.



Renewable Energy

India targets to achieve 450 gigawatts of renewable energy capacity by 2030⁴. We at Britannia support the national agenda through our own commitment to adopting renewable energy to reduce our carbon footprint. In FY 2020 - 21, 25 % of the electricity used in our manufacturing facilities came from renewable sources. Currently, our facilities in Chennai and Puducherry (1&2), Perundurai, Bidadi and

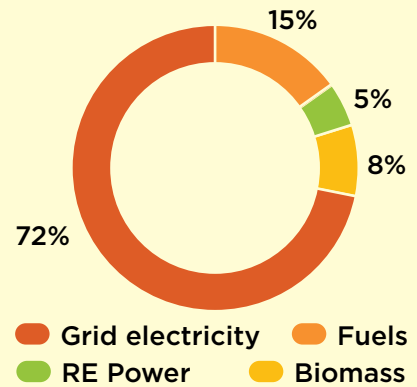
Madurai use solar and wind power through power purchase agreements. We have recently entered an agreement for the supply of renewable energy in our facility in Maharashtra as well. We also use biomass at 2 of our facilities (Perundurai and Khurda)

Over the next 2 years, we plan to increase the usage of renewable electricity in our total mix to 45% by 2022 and to increase it further to 60% by 2024.

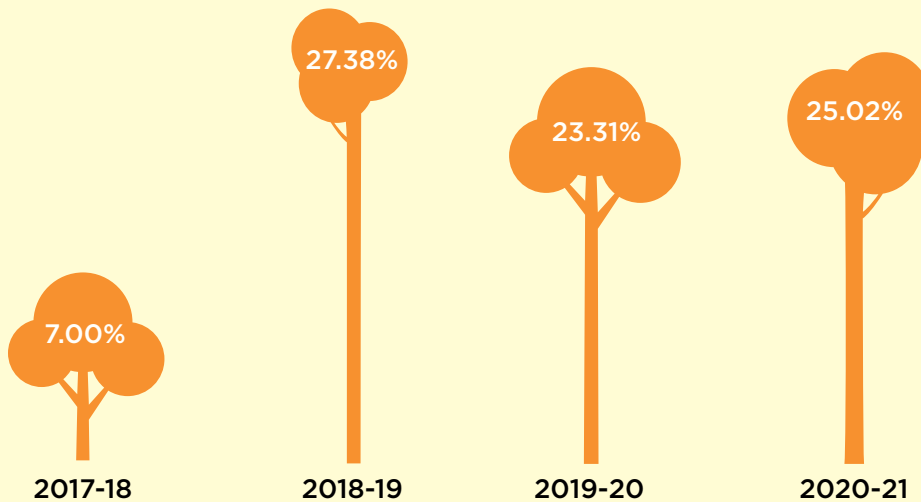
Our current energy consumption is shown in the table below:

	18-19	19-20	20-21
Total energy (GJ)	14,04,808.55	12,97,169.92	13,93,983.76
Total renewable energy (GJ)	1,52,208.66	1,78,853.47	1,80,485.51

Energy mix FY 20-21



Renewable electricity share of total electricity



4. <https://economictimes.indiatimes.com/industry/renewables/india-can-increase-renewable-target-of-2030-researchers/articleshow/81701463.cms?from=mdr>









Fuel and Energy Efficiency

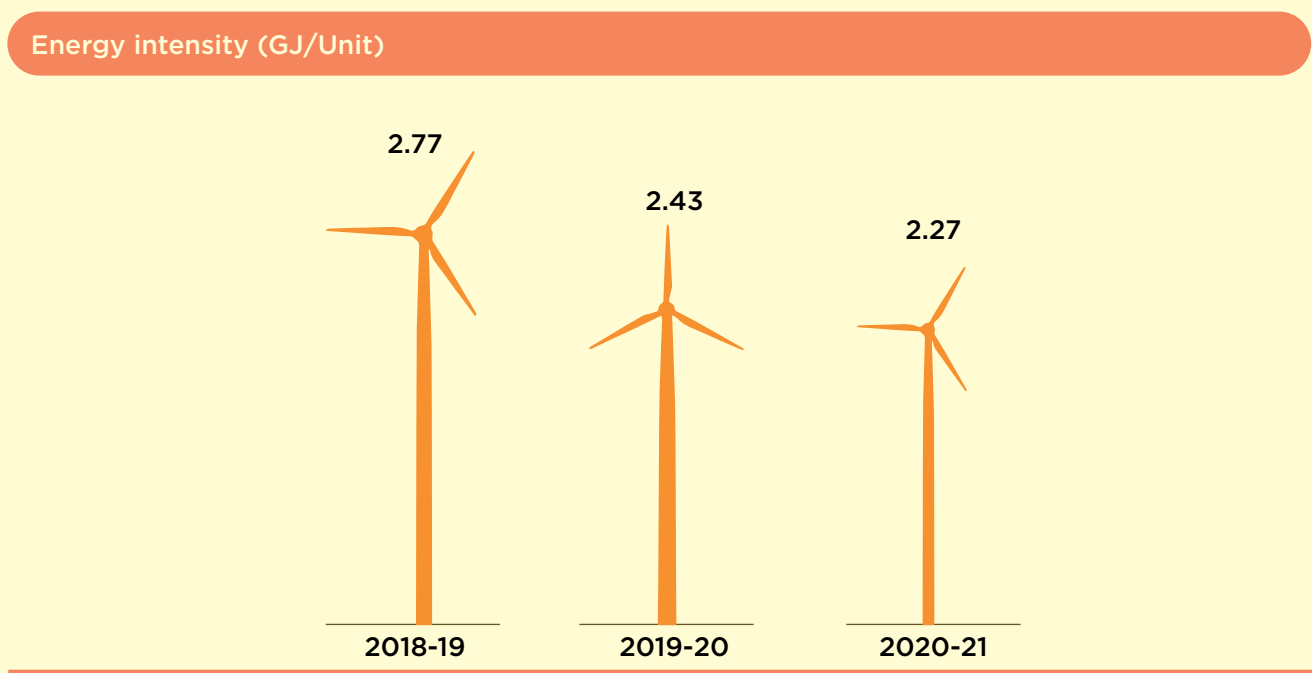
In addition to consuming power from renewable sources, we are conscious of the use of fossil fuels in our operations. Therefore, enhancing energy & fuel efficiency in our processes, utilities and transportation is another critical pillar of our approach to decarbonization.

We have invested in specially designed ovens that consume less fuel than conventional

ovens and can also be operated on biomass. Additionally, several of our conventional ovens in factories have been retrofitted with technology that enables consumption of less fuel, thus delivering greater efficiency. We have continually improved our technological interventions towards greater efficiency, which include:

 <p>Auto feeding of biscuits to packaging machines</p>	 <p>Implementation of improved version of thermic fluid oven</p>	 <p>LED replacement across sites</p>
 <p>Insulation enhancement in ovens</p>	 <p>Use of variable frequency drives</p>	 <p>Waste heat recovery systems</p>

Over the years, our investments in energy efficiency have brought down our energy intensity as shown in the table below:



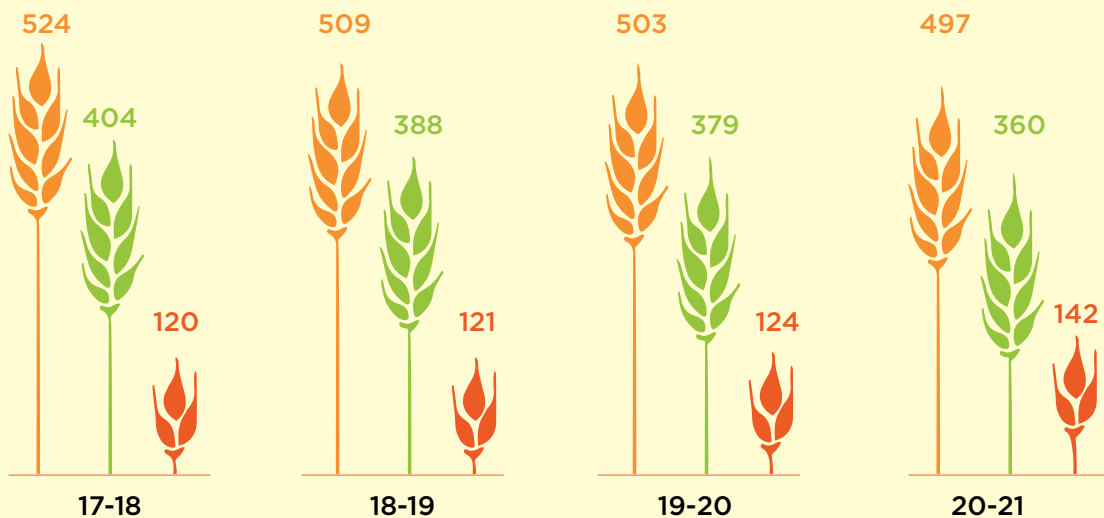


Pre-heating the water used in preparation of syrup using heat generated from air compressor Annual Power Savings - 13,36,558 kWhr

We have achieved significant reductions in fuel consumption downstream, in reaching our products to consumers. Our logistics have become more efficient with higher capacity utilization of trucks. The utilization for primary movement of goods (factory to wholesaler/

distributor) has risen to 90%, and to 78% in secondary logistics (wholesale to retail). As a result of these initiatives, the distance travelled to market by Britannia products has been continually reducing.

Distance travelled per trip (km)



Legend: Total (orange), Primary (green), Secondary (red)



GHG Emissions

As a responsible corporate citizen, we are committed to climate action and decarbonization. Within our operations, our two-pronged decarbonization approach of increasing the share of renewable energy and enhancing energy efficiency has resulted in a gradual decline in overall emissions.

	18-19	19-20	20-21
Total emissions (tCO ₂)	1,16,051.72	1,17,962.63	1,24,898.33
Scope 1 emissions (tCO ₂)	75,828.24	72,336.40	76,023.83
Scope 2 emissions (tCO ₂)	40,223.49	45,626.23	48,874.50

We use fuels such as furnace oil, light diesel oil and have increased the share of cleaner fuels such as biomass and natural gas. Our interventions in reducing the energy demand of our processes has resulted in year - on - year (YoY) decline in overall emissions intensity as shown in the table below:

	18-19	19-20	20-21
Emissions intensity (tCO ₂ /unit)	0.23	0.22	0.20

Going forward, we aim to compute our Scope 3 emissions across our value chain and set ourselves on the path towards becoming a Carbon neutral organization.

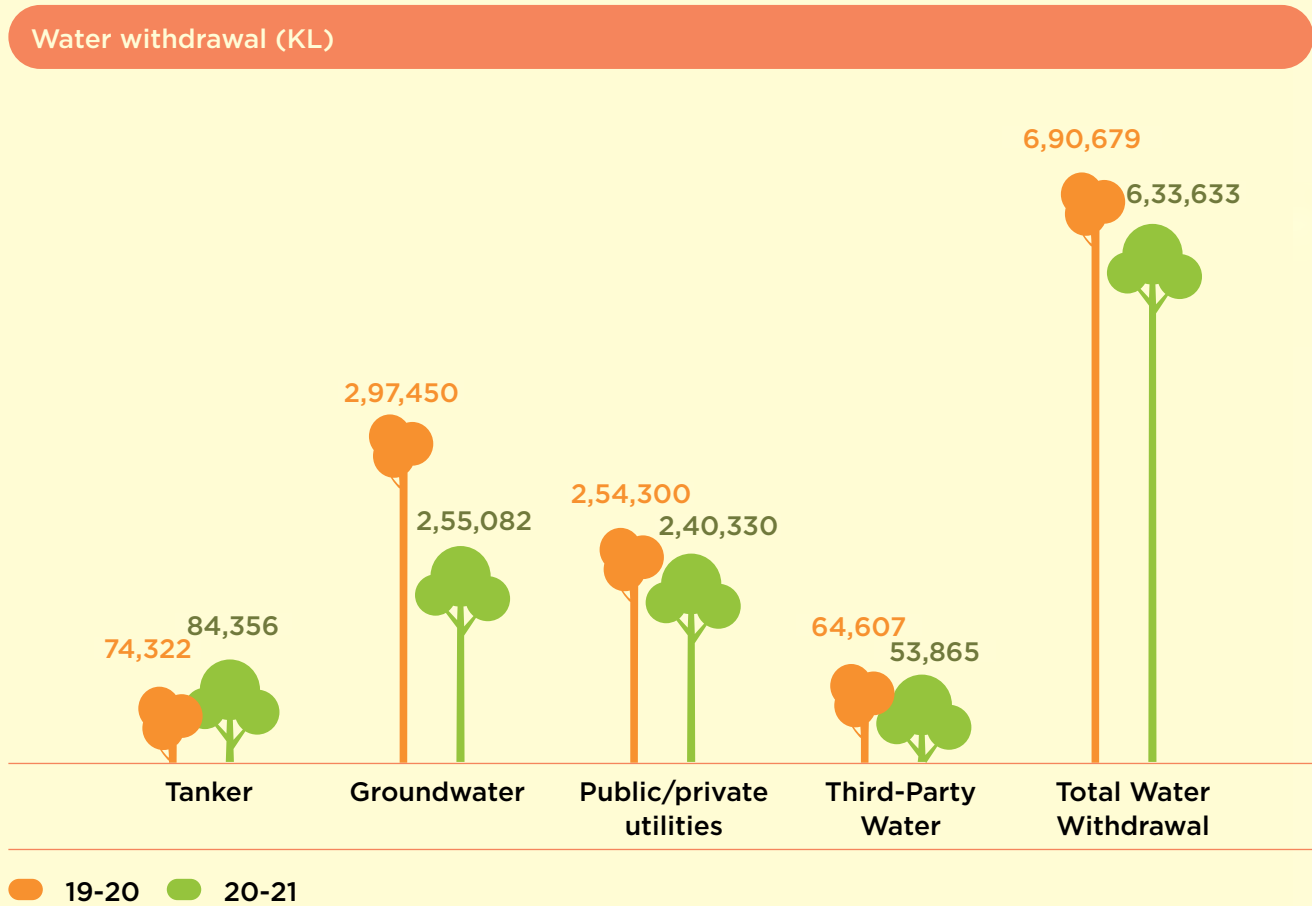
Water

Maintaining focus on our aim to achieve resource neutral operations, water stewardship is emphasized strongly at Britannia. We understand that water is a shared resource with the nearby communities and are committed to using it responsibly. Water is consumed for manufacturing operations that includes process, domestic and utilities. Our sources of water withdrawal are tankers,

borewells and municipal and private supplies. The maintenance manager at the factories and corporate EHS review and monitor water consumption on a monthly basis. We have initiated steps to obtain clear insight into our withdrawal by monitoring the flow meters provided at inlet daily at our manufacturing sites.



The sources of water withdrawal and the amount of the same is shown in the chart below:



We have undertaken various initiatives to reduce the water consumption in our plants – which include use of nozzle type water taps, high pressure jets for utensil washing, efficient flushing systems and periodic replacement and repair of pipelines to arrest leakages. We have identified one of our plants (Hajipur) as a plant in a water-stressed area, which amounts to 6.5% of our total withdrawal in FY 20-21.

We already recycle some of the water we discharge and have taken steps to ensure that effluents do not pollute the environment. We re-use wastewater for the maintenance of our premises in activities such as gardening. We have dedicated Effluent Treatment Plants (ETP) and Sewage Treatment Plants (STP) for primary and secondary treatment and comply with the standards prescribed by the State or Central Pollution Control Boards, as required. Britannia is currently working on various initiatives to enhance water utilization from

ETPs and STPs and reduce withdrawal from source. We have implemented various water reduction initiatives such as arresting leakages, using nozzle type taps, pressure jet hoses, and reuse of RO reject water.

In FY 20-21, 240,709 m³ of water, post-secondary treatment from the ETP and STP was recycled and reused, amounting to 38% of our total water withdrawal. Through our efforts on water conservation and efficiency, we have reduced our water intensity (in L/Kg) from 1.24 in FY 19-20 to 0.97 in FY 20-21

Being highly cognizant of the water stresses that the country faces, we are preparing roadmaps to further reduce the water related impacts of our operations. By 2023 – 24, we target to reduce water consumption by 30% relative to 2019, and plan for 100% water recharge through rainwater harvesting, both at our premises and at the community level.



Sustainable Packaging

Sustainable packaging is integral to Britannia’s approach to sustainability and we aim to embed sustainability into the packaging lifecycle - from design to end-of-life. We had initiated our work on sustainable packaging back in FY 14 and have achieved significant reductions in plastic use over the years.

We continue to adopt and use the right technology and material appropriate for food safe applications and have avoided / minimised the use of unnecessary plastic in our packs. Our overall approach to sustainable packaging is shown below:



Reducing Plastic Usage:

• Laminate reduction

We have continuously strived to become more efficient in plastic usage for our products. With modifications in our packaging specifications and our internal innovation activities, we have been able to re-engineer our laminates across the key brands in our portfolio. Owing to our efforts, from FY 15-16 to FY 19-20, we have reduced laminate consumption by about 17% per kg of products. This is equivalent to plastic avoidance of approximately 85,00,000 kg of laminate over this time period.

• Tray removal



▲ Tray elimination

Some of our products are quite fragile in nature and therefore requires additional protection in form of a plastic tray. In this area too, with a complete understanding of supply chain, we have been able to re-engineer the laminate for better protection along with a combination of new machine technology and have begun the journey of removing plastic trays from Britannia portfolio since last year. In 2020-21, we have avoided usage of approximately 4,50,000 kgs of plastic trays compared to earlier year and are continuing our efforts to reduce/eliminate another 20,00,000 kgs of plastic trays by Mar 2023.

• Non plastic additives in secondary plastics packaging

We introduced use of non-plastic additives/enhancers in our secondary packaging materials in 2020. While the overall weight and performance of the material was maintained, the amount of virgin plastic consumption in secondary bags was reduced by 25%. Through the implementation of this initiative, we aim to reduce virgin plastics usage by 3,50,000 Kg by the end of this year.

• Recyclable Laminate/ Biodegradable materials

We have initiated a program across our business in 2019 with the objective to make our laminates fully recyclable. We have done this by re-engineering our laminate structure to a single functional group-based structure. Our efforts led to Britannia receiving a certification from CIPET (Central Institute of Petrochemicals Engineering & Technology) on its laminate film as fully recyclable under IS 14534:2016. We also tied up with a UK-based company earlier this year to pilot biodegradability studies for our bread and milk shakes packaging materials.



• Usage of recycled Plastics

We are exploring the use of recycled plastic granules into our secondary packaging material, with pilots planned in FY 21-22.

• Paper Reduction in Secondary Packaging

We have also extensively focused on optimizing the use of paper and paperboards over the last few years. We have reduced the number of layers (5ply to 3 ply) while retaining the structural integrity of the boxes to protect our products. We have started a very scientific approach since 2019 to design our corrugated boxes to ensure more efficiency in usage of paper per ton of products. This has resulted in reduction of paper consumption by 1,60,00,000 Kg over the last 4 years.

• Extended Producer’s Responsibility:

Britannia as a responsible corporate does care for the environment and has strong plan to collect and recycle/ dispose of plastic in an appropriate manner. Britannia engaged with Plastic Recycling Organisation to help us in achieving this goal. In year 2020-21, despite the Covid pandemic, Britannia managed to recollect approximately 50,00,000 Kgs of plastic. We do have a plan and road map to scale up the programme in 2021-22. We have also run consumer awareness programs in Maharashtra, Delhi and Karnataka, as well as at our factories.

Sustainable Sourcing

Britannia works with numerous supply partners to ensure long term sustainable production and to fulfill our commitment to our customers. We expect our suppliers to share our values and commitments on sustainability and responsible business practices. Britannia eschews the employment of children for labour and seeks declarations from every one of our vendor partners that they do not employ child labour in their businesses. All of Britannia’s suppliers are to comply with the law of land, which also includes criteria on child labour, forced labour, working conditions etc. While we prioritize local sourcing, our facilities are located across the country and so are the inputs to production. In FY 20-21, 79% of the procurement budget was spent on sourcing within India.

The foods business requires a high level of compliance with regulatory standards. We follow a comprehensive system of qualifying

our vendors on various criteria such as - being run with requisite licenses, quality control systems, and in compliance with standards such as FSSAI and applicable pollution control, health, building, legal and non - GMO (genetically modified organisms) requirements.

We also give strong consideration to the environmental impact of the raw materials we use. Accordingly, we procure palm oil suppliers who are members of the Roundtable on Sustainable Palm Oil (RSPO) which ensures that the production of palm oil, a key ingredient in our products, adheres to established environmental and social criteria. Our current share of palm oil procurement from RSPO members stands at 95%, and we have set a target of enhancing the same to 100% in the next 2 years.

Packaging specifications for our different SKUs are shared with supply partners only after we have completed due diligence and



are convinced of their capabilities to adhere to our sustainability requirements. We partner with international supply organizations that have their own sustainability initiatives in place which in turn helps ensure we are meeting our commitments to responsible production.

While the source of our raw materials is of high concern to us, their handling and packaging in reaching us is also of great importance in maintaining a sustainable supply chain. Through systematic assessment and study, we identified how to eliminate large quantities of packaging in the procurement of wheat flour.

As a food products Company, the major source of our raw material is from agricultural inputs. While these inputs are renewable in nature owing to the cyclical nature of agricultural processes, we are cognizant of our dependency on these materials and also our responsibility towards the farmers. The table below shows the material-wise data for FY 20-21.

Material consumed	Quantity (Tons)	Renewable/Non-renewable
Product-related material		
Flour	6,30,772	Renewable
Refined Palmoil	1,26,418	Renewable
HVO	259	Renewable
RBD Palmolein	8,153	Renewable
Sugar	1,97,010	Renewable
Butter	4,550	Renewable
SMP Skim milk powder	2,622	Renewable
WMP Whole milk powder	3,399	Renewable
Full cream condensed milk	5,161	Renewable
Whey Powder	2,689	Renewable
Cashew	3,238	Renewable
Cocoa	4,863	Renewable
Packaging Material		
Laminates	16,970	Renewable
CBB	1,50,594	Renewable
Total	11,56,698	



Eliminating packaging from incoming supplies



▲ Bulk supply method

All of Britannia's products have wheat flour as a main ingredient, which we use in thousands of tons every day in our factories. This ingredient used to come to us packaged in polywoven bags containing plastic and with 1 ton of wheat flour packed in 20 bags for easy handling, we generated thousands of tons of waste. Additionally, we would lose raw material through spillage in the supply chain, resulting in food waste.

This did not align well with our commitment to reduce our environmental footprint and we made the decision to address incoming packaging waste from the supply chain.

Britannia studied several possible options of reducing packaging. Bulk handling emerged

as the most desirable option, though one that needed considerable investment from us and our supply partners and, importantly, a change in the mindset of people along the supply chain who were accustomed to handling bags as the means of transferring commodities.

Adopting the bulk supply method has resulted in immense advantages for Britannia as well as supply partners. Today, plastic waste from incoming supplies has reduced by 315 tons per year. We have 15% less spillage and reduced waste of a key ingredient. Our supply partners require less space for wheat flour storage, have eliminated their inventory for packaging material and use less manpower in the material loading process.



Dairy Farmer Extension Program

The Farmer Extension program was initiated in December 2017, in 3 locations near our operations in Ranjangaon, Maharashtra. Through this program, we prioritize sourcing milk supplies from farming communities within 50 kms of our Ranjangaon operations in Maharashtra. We support our partners to build capacity in cattle health and management for enhanced and sustained milk yields. The program includes interventions in cattle health and nutrition, management and breeding methods which are delivered

by Britannia through partnerships with vendors and other stakeholders. We also help farmers transition to upgraded systems of milk delivery, in order to retain the freshness and usability of the raw material in our Dairy offerings. Our focus, in addition to improving yields is to provide advisory and knowledge transfer to the dairy farmers, enabling them to produce good quality milk and fetch the best price in the market, thereby improving their income and supporting their livelihood.



Feeding

- Wheat husk, by products from beer industry and limited concentrates replaced by specialized feed & silage. This is supplemented by new improved varieties of fodders
- Educated farmers on clean water availability at all times
- Nutrition supplements introduced



Breeding

- Usage of Semen with known pedigree
- Reproductive health and pregnancy care
- Effective calf rearing programs



Continuity

- Identificaton and training of 'shiledars' (catalysers of our program on the ground) to maintain momentum of the program at community level and encourage new participation
- Hiefer management to ensure conception on time and consistent growth of the herd size



Management

- Loose Housing - leading to a healthier animal and decreased risk of mastitis
- Awareness campaigns and training on best practices - clean and safe milk prduction, silage making, usage of ethno veterinary practices and food and human safety



Health

- Preventive health - deworming
- Cost efficient and curative health through an alternate method of mastitis cure



The joint efforts of Britannia and our farmer partners resulted in better health of calves, heifers and cows. The quality of milk improved, and yields enhanced by 12% -15%. The cost of treatment for diseases such as mastitis and dysentery has been reduced by ethno-veterinary methods, which were otherwise conventionally treated by allopathic care at a higher cost. The ethno-veterinary methods also enable a higher level of cattle care.

By March 2021, we scaled up the program to 26 locations and we currently receive a total of 36,000 litres of milk a day. We have developed an app for the dairy farmers to track their supplies and payments, and the app currently covers 70% of our base. The app contains detailed and transparent information and is a crucial medium that builds the confidence and trust of the farmers on Britannia.



▲ Training of women in dairy farming



▲ Fodder management



▲ Availability of water round the clock



▲ Loose housing of the animals



Waste Management

As a leading food products organization, we are cognizant of our responsibility to manage our waste generation and disposal. Food waste is a major concern today, and we established systems that reduce waste generation and responsible disposal of the food waste we generate.

Broken biscuits or the small amounts of finished products that don't meet the weight/quantity requirements are opened from their packs and sent back into the process. We follow the rules of the Pollution Control Board and dispose hazardous waste generated to authorized vendors. Non-hazardous waste,

such as paper, plastic are also given to vendors for further processing or recycling. Organic waste generated is sent as animal feed to the local area. Products which have expired are collected from warehouses or the market and are appropriately recycled for use as animal feed. We also track the freshness of our products post manufacturing and at our warehouses through a freshness index to reduce food losses.

The quantities of waste disposed in FY 20-21 from our factories are shown in the tables below:

Waste type	Quantity	Unit
Hazardous waste		
Waste oil (lubrication oil)	4.0	KL
Used oil cotton	0.5	MT
Non - hazardous waste		
Metal waste (Scrap metal, cables etc.)	464.7	MT
Metal waste (Asset machinery, empty tins)	54,274	Nos
Paper and carton waste (Cardboard boxes)	1,637.1	MT
Paper and carton waste (Paper drums, butter paper)	58,171	Nos
Plastic waste (Wrappers, trays, HDPE, polythene bags, plastic pallets)	1,767.9	MT
Plastic waste (PVC jars, wrapper cores)	79,63,202	Nos
Process food waste	7,175	MT
Biomass waste and wooden scrap	118.1	MT
Canvas waste	40.7	MT
Charcoal waste	133.1	MT
Others		
Battery waste	1,081	Nos



People

Highlights in infographics for:

- CSR Spend in FY 20-21: 34.44 Cr
- 27 Lakh meals distributed towards COVID 19 relief, to India's informal sector workers
- Zero fatalities across operations
- 77,000 + beneficiaries of the Britannia Nutrition Foundation in addressing malnutrition and anaemia



Health, Safety and Wellbeing

- Focus on creating a safe working environment for our people to thrive through a robust occupational health and safety program



Diversity

- Diversity in hiring of new employees across gender
- 38% share of women at the factory level
- Supporting women and adolescent girls to become leaders that drive positive change in communities by identifying malnourished children



Freedom of Association & Human Rights

- Right to freedom of expression and remedial action for violation of Human Rights



Community Nutrition

- Addressing malnutrition in India among children, adolescents and women



- Capacity building of Anganwadi workers towards promoting health of expectant mothers and adolescent girls
- Health camps carried out by the SNWF with connect to the Wadia hospital



Our Approach

Britannia’s proposition of Exciting Goodness touches not only our markets and consumers but also all Britannians. Borrowing from the signature tune in our advertising, our internal Employee Value Proposition (EVP) is designed to Excite Goodness in our people and embodies four pillars or Ti)ngs, which together guide Britannians to MAKE Ti)NGS HAPPEN. This EVP forms the foundation for our approach to human resource management. It guides how we engage with Britannians internally, as well as our engagement with the communities we share resources with and those towards whom we have a social and moral responsibility.

InviTi)NG: Come Home to Britannia: a welcoming culture and warm professionalism

We continue to foster a culture of openness to diversity of thought and opinions. The Company has established various digital connects to employees, which enable the expression of this diversity that we encourage. This has helped us to build a strong relationship of trust, which in turn lends to sustaining a warm and InviTi)NG work environment. This environment of trust along with our emphasis on listening and acting on feedback have yielded rich results, reflected in the annual employee engagement survey, Dil Se.

IgniTi)NG: Fuel the Hunger: Learning and Development Programs, Innovation and Resourcefulness by doing more with less, Rewards and Recognition

Innovation and resourcefulness are strongly encouraged at Britannia and we acknowledge and applaud attitudes and actions of efficiency in doing more with less. We offer targeted programs to employees across levels, to enable them to harness their potential to address new challenges and meet their professional aspirations.

CreaTi)NG: Building Enriching Careers: People philosophy of Britannia for Britannians

We emphasize a philosophy that places Britannians at the center of the Company’s people initiatives and focus strongly on their development. We implement systematic professional enhancement initiatives as well as rewards and recognition, that bet on their potential and motivate employees to take on early responsibility, access multiple roles, learn on the job and build enriching careers.

RespecTi)NG: Do the Right Ti)ng: Uncompromised integrity and ethics, platforms for employees to speak up – Code of Business Conduct, Whistle Blower and Anti Sexual Harassment policies, CSR and social initiatives, Big Hearts Volunteering

Our commitment to enhancing goodness touches not only our consumers but extends to Britannians as well. Our people - oriented initiatives are designed to address the holistic growth and wellbeing of our employees and enable them to give the best of themselves, both within and outside the organization.

Britannia was recognized by Kincentric and was named the Kincentric Best Employer India, 2020.

The growth of Britannia and Britannians would not be possible without the growth of the communities we engage with. The Britannia Nutrition Foundation focuses on addressing the major public health issue of malnutrition in several parts of India. Through the Sir Ness Wadia Foundation, we work to fulfill the basic needs of health, education and livelihood and support communities to become self-sustaining. We also encourage employees to volunteer their time and skills to the environment and communities in our vicinity. Our Big Hearts Employee Volunteering Program sponsors Britannians to contribute the time of a working day to critical issues such as water conservation, upcycling plastic waste and creating Britannia Nutrition Garden, among several others.



Health, Safety and Wellbeing

Occupational Health and Safety

The health and safety of Britannians is of the highest importance to the Company. Britannia has devised a Risk Control Framework that guides risk management and compliance to safety requirements. This robust structure is implemented across levels and is audited both internally by Britannia competent internal auditors and externally with an accredited firm, which is a third-party system certifying agency that assesses the robustness of the framework's components and identifies areas for improvement.

Our Environment, Health and Safety (EHS) Policy encourages a Zero Accident work culture and extends to all employees and contract personnel, as well as to our contract packing partners through a safety performance tracker. We continuously reinforce our culture of safety through regular safety trainings, inspections, Kaizens and audits. Our manufacturing units conform to OHSAS 18001 standards.

Additionally a Central Medical Council engages with occupational experts to oversee the health and hygiene needs of Britannians at work and advises the medical and paramedical teams located at each factory on proactive management of employees' health, safety and wellbeing.

Britannia follows well - established processes to identify and manage safety hazards at our work sites. We carry our regular risk assessments, workplace inspections, internal and external audits and track information such as the types and rates of injuries, occupational diseases, lost days and absenteeism, work related fatalities. We are also focusing on Behaviour safety programs and providing coaching using planned-personal-contact techniques.

Safety performance is tracked using established indicators such as LTI, Medical Treatment Case (MTC) and TRAFR (Total Recordable Accident Frequency Rate). Britannia saw no workplace fatalities in FY 2020 - 21.

Indicator	FY 2019-20	FY 2020-21
Number of LTI	13	15
Number of MTC	30	24
TRAFR	0.22	0.19

Every year, India marks National Safety Day on March 4 and conducts a week-long campaign that focuses primarily on 2 areas: reducing the rate of occupational accidents and highlighting EHS issues that are yet to be covered by legislation. The campaign invites the participation of all functions within the factory and of employees at all levels. In FY

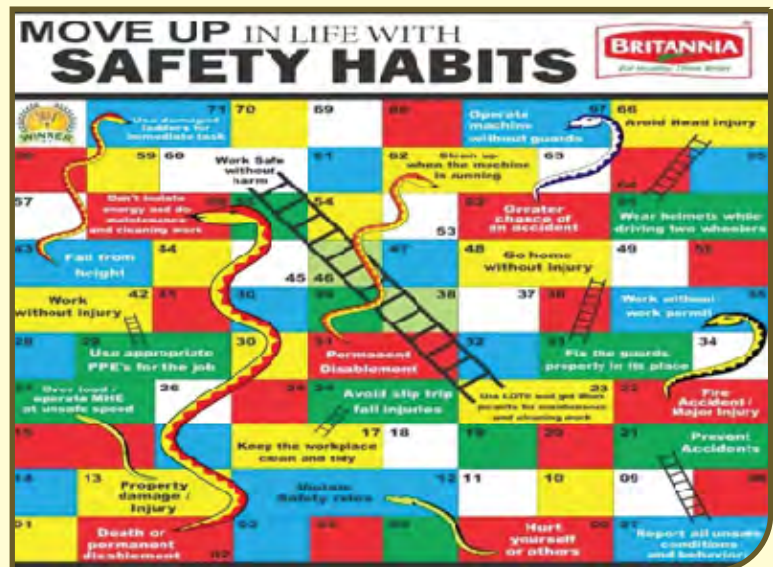
2020 - 21, we conducted a National Safety Week Campaign at all Britannia sites, with varied employee engagement activities to reiterate the importance of occupational health and safety. The activities ranged from safety awareness programs for employees and their families through painting competitions, games and skits to safety talks by government



officials as well as capacity enhancement with respect to first aid, firefighting and other subjects relevant to safety.

We quickly adapted our health and safety practices to the challenges posed by the spread of COVID - 19. We continuously tracked the impact of the pandemic on Britannia, across functions and locations in terms of the

numbers of persons infected, recovered and returned to work, to enable the leadership team to respond appropriately. We also put in place robust systems to ensure workplace safety and health. Using CCTV based analytics of safe behaviours such as wearing of masks and social distancing, we identified units at risk and initiated measures to minimize potential outbreaks.



Well-being:



We renewed our emphasis on employee wellbeing in the light of the COVID 19 pandemic and extended several services to work from home circumstances. We regularly conduct programs such as Fitness Fridays, which includes sessions and newsletters on subjects of physical / mental / emotional / nutrition and other aspects of wellness.

Some of the well-being initiatives conducted are listed below:

Professional wellbeing: -----

- Implementation of Kaizen principles in the factories
- On-the-job opportunities
- Learning programs across grades

Physical wellbeing: -----

- Britannia Cares program that offers fitness activities at work and supports healthy lifestyles among all employees and their family members. Digital platforms enabled greater inclusion and coverage in FY 20-21
- Sponsored doctor and nutritionist on call
- Medical concierge desk
- Communication of guidelines for COVID -19, supported by doctor panels and information advisories

Mental wellbeing: -----

- Pan India mental health counselling
- Expert and employee-led sessions
- Emotional resilience series

Social wellbeing: -----

Cookies and Conversations - encouraging informal connects and conversations within teams

- Little B - employee family outreach via summer camps and workshops for children
- Appreciation towards the family members of employees about their contribution
- Amber AI chatbot to engage with employees
- Employee contribution drives for raising support with respect to COVID relief, i.e. community service through supply of biscuits, hot meals and food resources to neighbouring communities, on ground teams and migrant labourers



Our employees participated in a digital global health challenge to address malnutrition with companies across the globe. Britannia stood at a global rank of 4 with 24 Britannians participating in the initiative.

We have been continually digitising our processes and systems to adjust to newer ways of working. Brit-One is our internal

social network for employee interactions, communications and engagement. We also use the platform to form groups across the organization for troubleshooting and decision making. We have integrated bots for employee recognition and appreciation in our HR processes.

Employment Practices and Engagement

Employees are the foundation of Britannia and are central to our continued growth and success. Our hiring practices focus on merit and competencies. We continue to strive for an equitable balance in diversity and recruit new employees from across the country and diverse backgrounds.

We hired 317 new employees in FY 2020-21 across our business regions. The tables below depict the number of new hires by gender, age and location.

In FY 20-21, we were recognized by D2C in the top 15 most desirable FMCG/Beverage companies for India’s premier 30 B-schools.

New Hires by age, FY 2020 - 21

Age category (Years)	New Employee Hires FY 19-20	New Employee Hires FY 20-21
< 30	262	148
30 - 50	251	168
> 50	2	1

New Hires by gender, FY 2020 - 21

Gender	New Employee Hires FY 19-20	New Employee Hires FY 20-21
Male	447	288
Female	68	29

New Hires by region, FY 2020 - 21

Region	New Employee Hires FY 19-20	New Employee Hires FY 20-21
East	80	50
North	84	70
South	111	86
West	152	60
Executive Office (EO)	88	51



Our consistent focus on the development and holistic wellbeing of our employees is reflected in low attrition, an achievement we are proud of. In FY 2020-21, we witnessed a turnover of 310 employees, a reduction of 29% relative to the previous year. The tables below represent employee turnover by age, gender and location .

Turnover by age, FY 2020 - 21		
Age category (Years)	New Employee Hires FY 19-20	New Employee Hires FY 20-21
< 30	149	95
30 - 50	257	165
> 50	25	22

Turnover by gender, FY 2020 - 21		
Gender	New Employee Hires FY 19-20	New Employee Hires FY 20-21
Male	381	262
Female	50	20

Turnover by region, FY 2020 - 21		
Region	New Employee Hires FY 19-20	New Employee Hires FY 20-21
East	70	56
North	81	54
South	105	77
West	104	55
Executive Office (EO)	71	40

Parity in remuneration

Employee remuneration is influenced by a host of factors such as education, experience, number of years in the organization. We are an equal opportunity employer and it is our continuous endeavor to achieve parity in the salaries across genders.

Key benefits provided to our people

Employees of Britannia receive several monetary and non-monetary benefits, which extend beyond those that are mandated by law. In FY 2020-21, those who contracted COVID - 19 were given 28 days of medical leave along with financial support for related expenses. The table below show the benefits provided to permanent and temporary / part time employees



Benefits provided to permanent and temporary/ part time employees, FY 2020 - 21		
Type of Benefit	Permanent Employees	Temporary / Part time Employees
Life Insurance	Yes	Yes
Healthcare	Yes	No (3rd party coverage)
Parental leave (maternity leave or paternity leave)	Yes	Yes
Retirement provision	Yes	No
Transportation	Yes, in factories	Yes, in factories

Parental leave

All of our permanent employees, across gender, are entitled to parental leave. In FY 2020 - 21, 151 employees availed of this benefit and the majority returned to work after availing of this benefit. Mothers who return to work after maternity leave are enabled by our supportive work culture to address their professional as well as child care responsibilities efficiently.

The table below shows the number of employees who took parental leave in FY 2020 - 21 and the numbers who returned to work after completion of the leave period.

Employees who availed of Parental Leave and returned to work, FY 2020 - 21		
Indicator	Males	Females
Total employees entitled to Parental Leave	100%	100%
Total employees who took parental leave in FY 2020 - 21	142	9
Total employees that returned to work in the reporting period after parental leave ended	142	7
Number of employees returned to work after parental leave ended (in FY 2019 -20), who were still employed twelve months after their return to work	111	7

Learning and Development

We lay great stress on fueling employees’ hunger for growth. We encourage Britannians to continue to expand their knowledge and skills throughout their career, for which we offer step - up programs at each level. Britannians are given the opportunity for skill upgradation through programs conducted internally as well as externally and are provided financial assistance to benefit from the latter.

We are pleased to report that in spite of a challenging work environment caused by the COVID -19 pandemic, we witnessed an increase of ~ 20% -22% in the number of employees who attended internal and external skills upgradation in FY 2020 - 21 over the previous year.



Description of the course	Number of persons attended FY 2019 - 20	Number of persons attended FY 2020 - 21
Internal courses for Skill Upgradation	1050	1250
External courses for Skill Upgradation	90	110

We have a well-established feedback and appraisal system in place which in the work from home context has been provided online. Despite the challenges created by the COVID - 19 pandemic, we conducted appraisals for 100% of our employees, across levels in FY 2020 - 21. Our established onboarding program for new employees was also conducted virtually during the last financial year.

Diversity and Inclusion

Britannia is an equal opportunities employer and provides similar growth opportunities to all employees of any given level across functions regardless of age, gender, religion or any other factor that discriminates between people.

Diversity is to be found across most functions in the Company. For many years women have comprised an integral part of our workforce and the trend continues today. They occupy

varied roles throughout the Company, starting at the highest levels all the way to new hires at the entry level and are present in different functions including at our factories and in contract jobs.

The tables below depict the number of permanent staff at different organizational levels by gender and age.

Employee Count by Level and Gender

Organizational level	FY 19-20		FY 20-21	
	Male	Female	Male	Female
Top Management	23	1	23	1
Senior Management	39	4	40	6
Middle Management	85	10	91	10
Junior Management	333	51	329	54
Officers	908	120	949	125
Territory Sales IC	462	10	444	9
Management Trainee	6	4	4	2
Officer Trainee	1	1	0	1
Executive Trainee	1	0	2	0
Total	1,858	201	1,882	208



Employee Count by Level and Age

Organizational level	FY 19-20			FY 20-21		
	<30	30-50	>50	<30	30-50	>50
Top Management	0	15	9	0	13	11
Senior Management	0	34	9	0	35	11
Middle Management	2	82	11	1	84	16
Junior Management	71	272	41	64	283	36
Officers	340	615	73	289	714	71
Territory Sales IC	176	294	2	141	311	1
Management Trainee	10	0	0	6	0	0
Officer Trainee	2	0	0	1	0	0
Executive Trainee	1	0	0	2	0	0
Total	602	1,312	145	504	1,440	146

Across our factories, we have achieved diversity among 38% of our employees (workmen cadre) and continue to work to achieve greater balance. We also have 2 differently abled employees in our workforce. Our Anti - Sexual Harassment and Whistle Blower policies enable all employees across levels to find a voice to register grievances. In FY 2020 - 21, a total of 2 incidents of harassment were reported, both these cases have been resolved and closed with remediation plans and results reviewed internally.

Freedom of Association and Human Rights

Integrity and ethical ways of doing business are core to the Company and we believe firmly in respecting, protecting and remediating Human Rights. We operate in compliance with the applicable labor regulations and do not have any instances of child labor or forced labor. We encourage our employees to organize freely and form unions to represent their needs. Britannia also has a total of 19 employee unions across our 16 factories that enable employees to engage with the Company’s management and resolve disputes if any, through mediation. As of FY 2020-21, 13.4% of our employees (workmen cadre) were covered by a trade union. We are continually

focused on creating a working environment that is free from all forms of discrimination and that is conducive to the physical and psychological safety of each member of the workforce.

Our Code of Business Conduct and Anti -Sexual Harassment, Whistle Blower and Labour and Welfare policies support Britanniains in ensuring they have rights to expression and to remediation in instances of violations. We have established grievance redressal mechanisms and various committees such as the Internal Complaints Committee and Ethics Committee to look into complaints received and their early resolution.



Community Nutrition



Britannia Nutrition Foundation (BNF)

Britannia has a strong legacy of social responsibility and giving. Our Corporate Social Responsibility (CSR) initiatives focus on Nutrition and Health and Britannia directs significant resources to break the intergenerational cycle of malnutrition and the prevalence of iron deficiency anaemia, a serious public health issues that India faces. The initiatives of Britannia Nutrition Foundation are targeted at improving the health and nutritional well-being of children with Severe and Moderate Acute Malnutrition (SAM and MAM), anaemic and underweight adolescents and expectant/new mothers.

BNF was set up in 2010, with the aim to contribute to every child’s right to growth and nutrition by implementing sustainable, replicable programs and pursuing product innovation. The vision of BNF is to help address child malnutrition and it strives towards this by implementing community-based programs addressing the main contributing factors of malnutrition and anaemia including health, hygiene, sanitation and nutrition. The programs promote community’s participation, linkages with village level institutions and empowering women and adolescent girls to foster ownership and sustainability, conducting

research and innovating in nutrition. The programs are implemented in collaboration with the District administration, Integrated Child Development Services (ICDS), health and local organizations.

Some of the high-impact initiatives as part of Malnutrition and Anaemia reduction program include:

Setting-up of Nutrition Gardens (Poshan Vatika)

The nutrition garden initiative aims to enhance food security and nutritional status among the target population. Vegetables and fruits grown in the gardens help bring more variety in the diet, ensure year-round availability, saving on expenditure related to purchase of vegetables, fruits at regular intervals- less affected with price escalation and availability.

Improve Nutrition in first 1,000 days of life

Promoting good infant and young child feeding practices, nutritional practices for expectant/new mothers, linking with government health services for getting complete health check-ups during pregnancy and lactation period, ensure safe delivery. Mother, families and communities are sensitized for prevention of common childhood illness.





▲ Nutrition Garden



▲ Capacity building session

Capacity building support to service providers

Anganwadi centre is a conduit for delivery of nutrition and health services for children, expectant/new mothers and adolescent girls. To strengthen the functioning of anganwadi workers, helpers and ASHA workers, capacity building support is provided to equip them with the knowledge and skills to deliver quality services.

Identifying, engaging & sustaining community champions

Women and adolescent girls are identified based on their influence, motivation and interest to drive positive change in their communities. Women are called ‘Suposhan Sakhi’ and adolescent girls are called ‘Nutrition Champion’. They are trained to conduct outreach and promote participation of mothers/caregivers in anganwadi activities, support in conducting growth monitoring and identifying malnourished children and underweight adolescent girls, encourage expectant mothers to register themselves in anganwadi centre, educate new and mothers of malnourished children to adopt good practices with respect to health, hygiene and nutrition.



How baby Ragini overcame malnutrition



Soni Devi, 28 years old lives in Hajipur, Bihar. Her husband and she are daily wage workers and support a family of 9 members, including 5 children, on a monthly income of Rs 5,000.

In August 2020, Soni Devi gave birth to their fifth daughter, Ragini. Disappointed with another girl, Soni Devi's husband left her and the new born child the same night to fend for themselves. On hearing the plight of Soni Devi, the BNF team with the help of a Suposhan Sakhi immediately arranged to have her and the new born child admitted to the nearest district hospital where Ragini was identified as severely malnourished.

The BNF team along with the Suposhan Sakhi regularly counselled Soni Devi's family on family planning, gender equality and gave information related to the government's health and nutrition services for the mother and new born, as well as

Government schemes specifically for the benefit of girl children. Soni Devi's family realized their mistake and accepted her and the new born. The family was provided with hygiene materials for the new born, an iron utensil for cooking, food grains as well as fruits and vegetables.

As a result of the continuous supervision and support, in 3 months from 2.4 kgs Ragini's weight gained to 4.55 kgs. All of Soni Devi's daughters are now enrolled at the nearest Anganwadi centre to receive entitled services. Ragini is registered in BNF's nutrition and health monitoring system, receives regular check-ups and support to ensure she continues to remain healthy.



CASE STUDY:

Sonam Sharma: From girl next door to BNF Nutrition Champion and community changemaker

Sonam Sharma, a 19-year-old girl belongs to one of the BNF intervention tribal villages in Shivpuri, Madhya Pradesh. She has been trained by BNF to be a Nutrition Champion and help other girls in her village to improve their health and nutritional status. She conducts sessions to enhance their knowledge and practices with respect to health, hygiene and nutrition.

Not just this, Sonam's mission is to help the school drop-out girls to achieve functional literacy and to teach them basic skills like

stitching and sewing. As a result of Sonam's persistent efforts and determination, many girls in her community are learning to read and write and some have started assisting the Anganwadi worker in her daily activities.

On National Girl Child Day, January 24, 2021, Sonam was the first from her village to be publicly recognized for her contribution by one of the State Minister, the District Collector and other district administration officials.



▲ Receiving recognition for contribution



▲ Conducting home visits to a malnourished child's household

Neelam Prajapati – A school dropout transforms into Suposhan Sakhi

Neelam married early and had to discontinue schooling when she was in Class 7. While working in the community, the BNF team noticed Neelam’s eagerness to learn and contribute in the fight against malnutrition.

After receiving training, Neelam started conducting awareness sessions and specially helping the working mothers of malnourished children by visiting their homes and providing

supervised feeding support to caregivers in the family. Today, Neelam is highly regarded in her community for her selfless work to improve the health and nutritional status of children, adolescent girls and women.

Neelam’s contribution were honoured by one of the State Minister, District Collector and other district officials on the occasion of National Girl Child Day.



▲ Neelam monitoring the nutrition garden



▲ Supporting mothers and caregivers in supervised feeding



BNF's activities have impacted hundreds of lives, since 2019.

01 1200 +

Malnourished children have moved to a healthy status

02 650

Suposhan Sakhis and Nutrition Champions empowered and are contributing in the fight against malnutrition and anaemia in their communities

03 700 +

Babies born with normal weight

04 800 +

Families of malnourished children, expectant/new mothers, adolescent girls use vegetables and fruits from Poshan Vatika

05 600 +

Institutional new born deliveries

06 500 +

Children and expectant mothers not registered with anganwadis earlier, now receive anganwadi services

07

Distribution of iron and folic acid supplements regularized at

166 Anganwadis



In FY 2020 - 21, BNF's efforts to fight malnutrition and anaemia reached 77, 012 people in 1383 villages & slums.



Sir Ness Wadia Foundation (SNWF)

A key partner in Britannia's CSR activities, SNWF was founded in 1969, with the aim of empowering less privileged sections of society in areas of education, health, disaster relief and rehabilitation, and community development. The organization focuses its resources primarily on areas of health, nutrition, livelihood and sanitation.

The Village Development Program is a flagship initiative and aims to reduce malnutrition and ensure sustainable development in villages. The program emphasizes health and nutrition, training and development, water resource development and enhancing livelihoods. The target audience includes malnourished children, adolescent girls, pregnant and lactating women, and farmers.

The key program interventions are as below:

- **Health camp:**

Health camps are conducted to screen the health status of target beneficiaries namely children, pregnant and lactating women, and adolescents. Counselling, awareness sessions and nutrition related activities are conducted with these beneficiaries to improve their nutritional status. Critical cases are referred to Wadia hospital for further diagnosis and treatment.

- **Nutrition Garden, Wadi distribution and pullet distribution:**

Seed kits are made available along with other required materials to set up nutrition gardens along with basic training. 8 to 10 varieties of fruit bearing plants are distributed. 10 pullets are distributed to each family to promote consumption of eggs and increase the intake of nutritious food. The increase in nutritional intake helps to combat malnutrition.

- **Awareness sessions:**

Awareness sessions are conducted to increase the knowledge about the malnutrition and its causes and effects. Sessions are conducted on various topics like health, hygiene, malnutrition, menstruation, ill effects of early marriage, superstition and many more.

- **Training and capacity building:**

Capacity building sessions are conducted for Anganwadi workers, Asha workers and care givers in order to reach out to our target beneficiaries in a very effective way.

- **Livelihood:**

Farmers and SHG group members are given training in vegetable farming and vegetable seeds are distributed to support second farming post harvesting of rice. This activity generates additional income for farmers. This activity help to curb migration which in turn helps families to avail the benefits provided by anganwadi which they are otherwise deprived of, due to migration. Landless farmers are given alternative livelihoods in the form of poultry farming.

- **Water resource development:**

Water resources such as canals, wells, dams, handpumps, farm ponds are either repaired or refurbished to provide clean drinking water and water for irrigation. Solar pumps are installed to lift water from nearby water resources and provide water to the community and reduce their hardships of fetching water for their daily needs.

Water filters are provided to schools, anganwadis, PHCs to make provision for clean drinking water.

- **Intervention under infrastructure:**

Infrastructure such as Anganwadis, PHC's and school building, sanitation units are constructed, repaired, or refurbished as per the need in order to provide better facilities to the villagers.





▲ Kitchen garden



▲ Awareness session for mothers on Nutrition



▲ Poultry distribution for nutrition and livelihood



▲ Farmers training at Krishi Vigyan Kendra



▲ Anganwadi training



▲ Distribution of nutrition kit



Other areas in which SNWF also works include development of hospital infrastructure and waste management.

Addressing the danger of starvation and increased malnutrition posed by COVID - 19

In FY 2020 – 21, Britannia and SNWF directed resources primarily towards COVID 19 relief, reaching out to thousands of India’s informal sector workers who were adversely affected by the national lockdown and consequent loss of livelihoods. As millions were stranded in towns

and cities or walked thousands of kilometres to return to their homes and families, SNWF provided over 27 lakh cooked meals, from kitchens located in Mumbai, Pune, Kalyan, Patalganga and Bangalore.

Meal Distribution Data				
Mumbai	Pune	NPL- Kalyan	Patalganga - Raigad	Bangalore
22,89,406	1,48,070	12,200	1,08,600	1,50,000
Total Meals Distributed: 27,08,276				

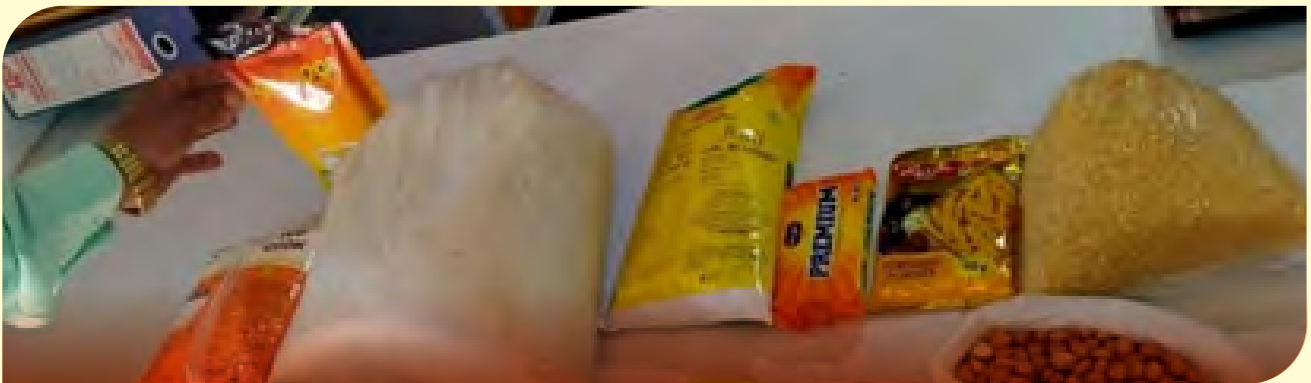
As COVID 19 and the measures for its control impacted people’s livelihoods, hunger loomed large in the country and the nutrition of those hardest hit was in jeopardy. Recognizing the danger of potential starvation and widespread malnutrition, SNWF distributed grocery kits comprising rice, lentils, salt, sugar, tea powder, groundnuts, cooking oil, spices, bathing and washing soaps to those in need.

Starting from April 2020, 1,13,673 grocery kits were distributed in Palghar and Thane districts in Maharashtra and in industrial areas in Mumbai. As of March 2021, Rs 14.80 crores has been directed towards this relief activity. Children with Severe and Moderate Acute Malnutrition too have been brought into the ambit of this intervention and as of March 2021, 950 nutrition kits were distributed to them.



▲ Distribution of Cooked Meals and Grocery kits





▲ Distribution of Cooked Meals and Grocery kits



Britannia's Big Hearts Employee Volunteering Program invites Britannians at the Executive and Regional Offices to volunteer one working day per year with NGOs that work in areas such as Water, Environment, Nutrition that align with the Company's CSR priorities.

To mark International Women's Day in FY 2020 - 21, 20 women Britannians launched the Britannia Nutrition Gardens at Britannia's old office premises in Bangalore. The produce from this initiative is intended to be distributed to NGOs.





▲ Nurturing the change makers of tomorrow



▲ Creating a nutrition garden at the old Britannia premises, Bangalore

Other Big Hearts initiatives in the last financial year included:

Joy of Giving opportunities to the PM Cares Fund and to our contract employees who were adversely affected by the fallout of the COVID -19 pandemic.

Britnians audio recording books for the visually challenged.

An initiative to upcycle plastic waste in which 40 of us across India participated.



The most challenging of all initiatives in 2020 was undertaken by 24 Britnians, who participated in a global health challenge that involved cycling, walking and running, to address the issue of malnutrition.

We are proud that our team ranked **4th** among 60 global companies in this initiative.



GRI Index

General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
Organisation Profile				
GRI 102-1	Name of the organisation	Reported	About Us	6
GRI 102-2	Activities, brands, products, and services	Reported	About Us	6
GRI 102-3	Location of headquarters	Reported	Our Presence	8
GRI 102-4	Location of operations	Reported	Our Presence	8
GRI 102-5	Ownership and legal form	Reported	About the Report	12
GRI 102-6	Markets served	Reported	Our Presence	8
GRI 102-7	Scale of the organisation	Reported	Diversity and Inclusion, Our Products	53, 7
GRI 102-8	Information on employees and other workers	Reported	Employment practices and engagement	50
GRI 102-9	Supply chain	Reported	Sustainable Sourcing	39
GRI 102-10	Significant changes to the organisation and its supply chain	Reported	Not applicable as this is Britannia's 1st year of sustainability reporting	
GRI 102-11	Precautionary Principle or approach	Reported	Risk Management	18
GRI 102-12	External initiatives	Reported	We are part of the FSSAI Eat Right Pledge	25
GRI 102-13	Membership of associations	Reported	Collaborations and Memberships	10
GRI 102-14	Statement from senior decision-maker	Reported	Letter from Chairman and MD	4
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Ethics and Integrity



General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
GRI 102-16	Values, principles, standards, and norms of behaviour	Reported	Governance	19
GRI 102-17	Mechanisms for advice and concerns about ethics	Reported	Ethics and culture	21
Governance				
GRI 102-18	Governance structure	Reported	Governance of Sustainability	20
GRI 102-19	Delegating authority	Reported	Governance	19
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	Reported	Governance	19
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	Reported	Stakeholder Engagement & Materiality	13, 14
GRI 102-22	Composition of the highest governance body and its committees	Reported	Governance	19
Stakeholder engagement				
GRI 102-40	List of stakeholder groups	Reported	Stakeholder Engagement & Materiality	13
GRI 102-41	Collective bargaining agreements	Reported	Freedom of Association & Human Rights	51
GRI 102-42	Identifying and selecting stakeholders	Reported	Stakeholder Engagement & Materiality	13, 14



General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
GRI 102-43	Approach to stakeholder engagement	Reported	Stakeholder Engagement & Materiality	13
GRI 102-44	Key topics and concerns raised	Reported	Stakeholder Engagement & Materiality	14

Reporting practice

GRI 102-45	Entities included in the consolidated financial statements	Reported	Covered in the Annual Report	
GRI 102-46	Defining report content and topic Boundaries	Reported	Reporting Boundary	12
GRI 102-47	List of material topics	Reported	Stakeholder Engagement & Materiality	14
GRI 102-48	Restatements of information	Reported	Not applicable as this is Britannia's 1st year of sustainability reporting	
GRI 102-49	Changes in reporting	Reported	Not applicable as this is Britannia's 1st year of sustainability reporting	
GRI 102-50	Reporting period	Reported	About the Report	12
GRI 102-51	Date of most recent report	Reported	About the Report	12
GRI 102-52	Reporting cycle	Reported	About the Report	12
GRI 102-53	Contact point for questions regarding the report	Reported	About the Report	12
GRI 102-54	Claims of reporting in accordance with the GRI Standards	Reported	About the Report	12
GRI 102-55	GRI content index	Reported	GRI Content Index	66
GRI 102-56	External assurance	Reported	This report is not externally assured	

Economic Disclosures

GRI 103	Management Approach	Reported	Growth	24
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General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
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GRI 201: Economic Performance

GRI 201-1	Direct economic value generated and distributed	Reported	Economic performance	24
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GRI 201: Economic Performance

GRI 204-1	Proportion of spending on local suppliers	Reported	Sustainable Sourcing	39
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GRI 205: Anti-Corruption

GRI 205-1	Operations assessed for risks related to corruption	Reported	Ethics and culture	21
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GRI 205-2	Communication and training about anti-corruption policies and procedures	Reported	Ethics and culture	21
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Environmental Disclosures

GRI 103	Management Approach	Reported	Overall management approach	31
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GRI 301: Materials

GRI 301	Materials used by weight or volume	Reported	Sustainable Sourcing	40
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GRI 302: Energy and Emissions

GRI 302-1	Energy consumption within the organisation.	Reported	Renewable energy	32
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GRI 302-3	Energy intensity	Reported	Fuel and Energy Efficiency	33
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GRI 303-2	Management of water discharge related impacts	Reported	Water	36
GRI 303-3	Water Withdrawal	Reported	Water	36
GRI 305: Emissions				
GRI 305-1	Direct (Scope 1) GHG emissions	Reported	GHG Emissions	35
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Reported	GHG Emissions	35
GRI 305-4	GHG emission intensity	Reported	GHG Emissions	35
GRI 306-2	Waste by type and disposal method	Reported	Waste Management	44
Social Disclosures				
GRI 103	Management Approach	Reported	Overall Management Approach	46
GRI 401: Employment				
GRI 401-1	New employee hires and employee turnover	Reported	Employment practices and engagement	50
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part time employees	Reported	Key benefits provided to our people	52
GRI 401-3	Parental leave	Reported	Parental leave	52
GRI 403: Occupational Health and Safety				



General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
GRI 403-1	Occupational health and safety management system	Reported	Occupational Health and Safety	47
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Reported	Occupational Health and Safety	47
GRI 403-3	Occupational health services	Reported	Health, Safety and Wellbeing	47
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Reported	Occupational Health and Safety	47
GRI 403-5	Worker training on occupational health and safety	Reported	Occupational Health and Safety	47
GRI 403-6	Promotion of worker health	Reported	Occupational Health and Safety	47
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Reported	Health, Safety & Wellbeing	47
GRI 403-8	Workers covered by an occupational health and safety management system	Reported	Health, Safety & Wellbeing	47
GRI 403-9	Work-related injuries	Reported	Health, Safety & Wellbeing	47

GRI 404: Training and Education

GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Reported	Learning and Development	52
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General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
GRI 404-3	Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period	Reported	100% employees received a regular performance and career development review during the reporting period	
GRI 405: Diversity and Equal Opportunity				
GRI 405-1	Diversity of governance bodies and employees	Reported	Diversity and Inclusion	53
GRI 405-2	Ratio of basic salary and remuneration of women to men	Reported	Ratio of basic salary of women to men is 1.01, Ratio of remuneration of women to men is 0.99	
GRI 406: Non-discrimination				
GRI 406-1	Incidents of discrimination and corrective actions taken	Reported	Diversity and Inclusion	54
GRI 407: Freedom of Association and Collective Bargaining				
GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Reported	Freedom of Association & Human Rights	54
GRI 408: Child Labour				
GRI 408-1	Operations and suppliers at significant risk for incidents of child labour	Reported	Sustainable Sourcing	39



General Disclosures	Description	Status	Cross Reference/ Direct Answer	Page number
GRI 409: Forced or Compulsory Labour				
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Reported	Sustainable Sourcing	39
GRI 413: Local Communities				
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Reported	Community Nutrition	55
GRI 416: Customer Health and Safety				
GRI 416-1	Assessment of the health and safety impacts of product and service category	Reported	Product Safety & Quality	21
GRI 417: Marketing and Labelling				
GRI 417-1	Requirements for product and service information and labelling	Reported	Ethical Labelling, Marketing and Influence	23





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