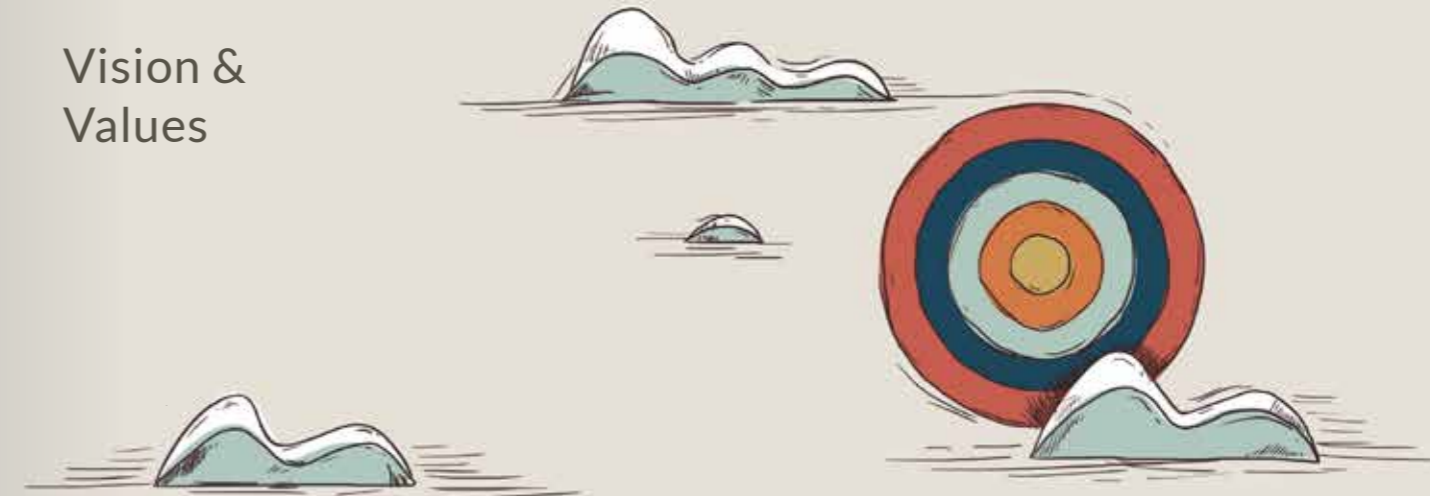


SUSTAINABILITY

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Vision & Values



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

VALUES

High Ethical Standards

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

Fairness & Transparency

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

Empathy & Respect

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

Act Like Owners

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



Message from Chairman and Managing Director



Dear Stakeholders,

We share with you our Sustainability Report for 2019-20 which details various aspects of our sustainability journey and focuses on new commitments, performance benchmarks and efforts towards continuous improvements.

We are committed to responsible sustainable development efforts, and we are sharing our performance with our stakeholders in a transparent manner.

We continue to remain focused on enhancing efficiency and productivity across our value chain. In FY 2019-20, we have developed a sustainability strategy articulating our commitments towards research and development, operational eco-efficiency, safe operations and impacts on communities. We have developed a roadmap for 2030, which includes improvement in energy efficiency, renewable energy portfolio, water conservation and waste minimization.

The ongoing COVID-19 pandemic has affected the entire world. In India, it has led to an unprecedented

lockdown that has affected our daily lives, businesses, and communities. Our long-standing tradition of building and nurturing strong bonds with all our stakeholders, continued even in these trying times. Our employees along with their loved ones have been going above and beyond the call of duty to help those in need during the lockdown.

We look forward to transforming ourselves for a better tomorrow. We believe that our stakeholders' inputs are instrumental towards this end and invite your feedback and suggestions to help enhance our performance.

M. B. Parekh
Executive Chairman
Pidilite Industries Limited

Bharat Puri
Managing Director
Pidilite Industries Limited



Business in Focus

We are one of India's largest and oldest adhesive and specialty chemical manufacturing companies. We have a history of creating strong brands and providing solutions to large number of customer segments. Committed to quality and innovation, we have a diverse product portfolio of adhesives and sealants, construction chemicals, art and craft products and polymer emulsions. As of 31st March 2020, we have over 6,063 employees in our organization. We are listed on the Bombay Stock Exchange (BSE).

Along with our ever evolving and diverse product portfolio, we have a growing sales and distribution network that makes our products accessible across geographies. Headquartered in Mumbai, our operations include 26 plants and 25 co-makers located in India. Our products are marketed through nine regional offices in India and in over 80 countries such as the USA, Thailand, UAE, Brazil, Egypt, Singapore, Bangladesh, Sri Lanka, Bahrain, Qatar and Oman, to name a few.

WORLDWIDE PRESENCE

INTERNATIONAL CUTTING-EDGE MANUFACTURING FACILITIES IN THAILAND, SINGAPORE, UAE, BRAZIL, EGYPT, BANGLADESH, USA AND SRI LANKA

EXPORT EARNINGS APPROXIMATELY **10%** AND GROWING

SALES AND SERVICE IN OVER **70** COUNTRIES ACROSS THE GLOBE

OUR INDIA OPERATIONS

9 REGIONAL OFFICES

5200+ SKUS

₹6,332.59 crores GROSS SALES

5 R&D CENTRES

2 REGIONAL DISTRIBUTION CENTRES (RDCS)

500+ PRODUCTS

5000+ DISTRIBUTORS

30 WAREHOUSES

Awards and Accolades

Business Awards



India Business Leader Awards

Fevicol's 60-year commemorative campaign was conferred with the 'Brand Campaign of the Year' award at the CNBC-TV18 India Business Leader Awards 2020. It was also named Marketing Campaign of the Year at the ABP Awards and won Corporate Image Gold at the Primetime Awards.

EFFIES 2020

Fevikwik 'Phenko Nahi, Jodo' campaign was recognized across platforms, bagging one Bronze and two Silver medals at the EFFIES 2020. It also won the Marketing Campaign of the Year in ABP 2019 and Primetime Gold Award in the Best Television Advertisement category.

DOD (Drivers of Digital) Awards Sammie's (Social Samosa) Awards

Fevicryl and its digital agency partner, Schbang, won two awards for the Best Digital Campaign for the Kalastar contest. The response was overwhelming, with the contest receiving over 16,278 entries.

Corporate Social Responsibility

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

Environment, Health and Safety

- Received Certificate of Merit from National Safety Council - Maharashtra Chapter for meritorious performance in the field of industrial safety in September 2019.
- Received Certificate of Appreciation from National Safety Council of India as recognition of achievement in occupational safety and health.



Stakeholder Engagement

The trust and support of our stakeholders are of paramount importance to us. We believe that open, ongoing and systemic communication is the key to building long-lasting relationships with our stakeholders. Considering this, we have set up specific feedback mechanisms for each group, and periodically engage with them on material issues such as energy, water, emissions and human rights. The feedback obtained is assessed to identify critical concerns, which are then discussed at committee meetings. The relevant departments are accountable for identifying and addressing these concerns.

Stakeholder Engagement Process

To effectively communicate with our stakeholders, we have identified and prioritised them, based on how we influence them and how they affect our business operations. The eight critical stakeholder groups that have been identified are listed in the table below.

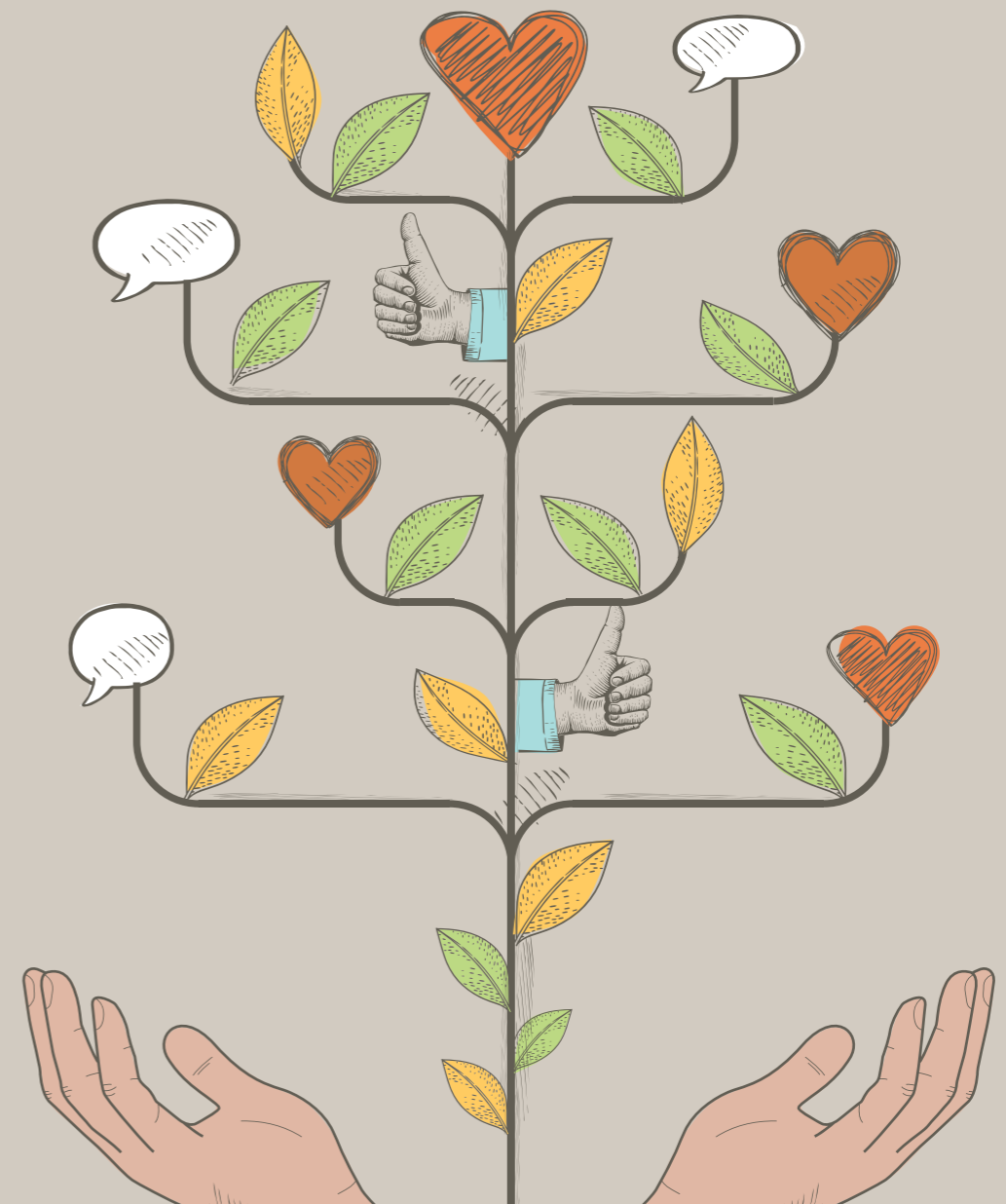


Table 1: Overview of Stakeholder Engagement

Stakeholder Category	Nature of Engagement	Key Priorities Derived Out of the Engagement Process	Frequency of Engagement
Workforce	<ul style="list-style-type: none"> • Induction programmes • Trainings • Meetings • Email interaction • Employee satisfaction survey • Employee engagement activities • Open forums • Live chat 	<ul style="list-style-type: none"> • Skill development • Workplace satisfaction • Healthy and safe operations • Employee engagement and involvement • Career progression 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Customers	<ul style="list-style-type: none"> • Telephone • Email • Customer meets • Personal visits • Advertisements • Customer satisfaction reports 	<ul style="list-style-type: none"> • Availability of the product • Pricing of the product • Quality of the product • New product development • Logistics • Efficient service • Grievance redressal & transparency • Information on the safe use of products 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Investors and Shareholders	<ul style="list-style-type: none"> • Media releases • Annual reports • Investor meets • Analyst meets • Contact through investor service centres • Annual General Meeting • Company website 	<ul style="list-style-type: none"> • Financial performance • Business growth • Business strategy • Future investments • Transparency • Good governance practices • Social responsibility 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based • Annually • Quarterly • Monthly • Need-based
Dealers	<ul style="list-style-type: none"> • Helpdesk • E-Business portal • Personal interaction • Site visit • E-communication/ telephonic conversations • Dealer meets 	<ul style="list-style-type: none"> • Product availability • Product portfolio • New product development • Market trend 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Suppliers	<ul style="list-style-type: none"> • Personal interaction • Site visits • Telephonic conversations • Email communication 	<ul style="list-style-type: none"> • Long-term association • Innovation opportunities 	<ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Need-based
Local Communities	<ul style="list-style-type: none"> • Visits • Meetings • Camps • Need assessment 	<ul style="list-style-type: none"> • Health • Education • Indirect economic impact • Sanitation 	<ul style="list-style-type: none"> • Quarterly • Annually • Need-based
Non-Governmental Organisations (NGOs)	<ul style="list-style-type: none"> • CSR initiatives • Site visits • Telephonic discussions 	<ul style="list-style-type: none"> • Support on implementation of programmes in PIL's focus areas • Support for community-based organisation 	<ul style="list-style-type: none"> • Annual • Need-based
Regulatory Authorities	<ul style="list-style-type: none"> • Industry bodies and forums 	<ul style="list-style-type: none"> • Regulatory compliance • Community initiatives 	<ul style="list-style-type: none"> • Annually • Need-based

For this sustainability report, we made use of the feedback received from the above interactions to identify and prioritise our material topics.

Materiality Assessment

Focusing on the economic, environmental and social issues material to our company and stakeholders is a foundational step in how we conduct business and develop our corporate strategy. While there may be multiple focus areas relevant to our business, prioritising these with stakeholders helps utilise resources optimally and unlock long-term value. We undertook a detailed materiality assessment in consultation with our stakeholders in FY 2018-19. This exercise enabled us to capture their forward-looking perspective towards sustainable business scenarios and set the context for relevant sustainability topics for disclosure. We followed a three-pronged approach involving selection, assessment and prioritisation of material topics.

Materiality Assessment Process

Selection	Assessment	Prioritisation
We defined material topics based on the impact on business. Further, we performed a peer review, along with a review of risks and opportunities.	For each of the identified issues, we evaluated various external factors and assessed the impact they have on our business, after discussion with the core team members.	We evaluated importance to stakeholders based on our discussions with them. Shortlisted topics were validated by the apex sustainability committee to arrive at the material topics for our business.



Materiality Mapping with Global Reporting Initiative (GRI) Standards

In FY 2018-19, we had identified 11 material topics for our company, which we continued to focus on in FY 2019-20. These were then mapped with the relevant GRI Standards to enhance the transparency of our disclosures.

Table 2: List of Material Topics and Boundaries

Material Topic	GRI Material Topic	GRI Standards	Stakeholders	Boundary
Corporate Governance and Risk management	GRI 102: Governance Strategy	102-18 102-15	<ul style="list-style-type: none"> Investors Shareholders 	Internal External
Ethical Business and Transparency	GRI 102: Ethics and Integrity GRI 205: Anti-Corruption	102-16 102-17 205-1 205-2	<ul style="list-style-type: none"> Employees Investors Shareholders Customers 	Internal External
Management of Hazardous Chemicals	GRI 301: Materials	301-1	<ul style="list-style-type: none"> Employees Local Communities Suppliers Regulatory Authorities 	Internal External
Environment	GRI 303:	303-3	<ul style="list-style-type: none"> Employees 	Internal
Management of Hazardous Chemicals	Water	303-4 303-5	<ul style="list-style-type: none"> Local communities Regulatory authorities NGOs 	External
	GRI 305: Emissions	305-1 305-2 305-3 305-4 305-5 305-7	<ul style="list-style-type: none"> Employees and contractors Investors NGOs Regulatory authorities Local communities 	Internal External
	305-2 GRI 306: Effluents and Waste	306-1 306-2 306-3	<ul style="list-style-type: none"> Employees and contractors Suppliers NGOs Regulatory authorities Local communities 	Internal External

Material Topic	GRI Material Topic	GRI Standards	Stakeholders	Boundary
	GRI 307: Environmental Compliance	307-1	<ul style="list-style-type: none"> Regulatory Authorities NGOs Local communities 	Internal External
Process and Product Innovation	GRI 416: Customer Health and Safety	416-2	<ul style="list-style-type: none"> Customers Employees 	Internal External
Occupational Health and Safety	GRI 403: Occupational health and safety	403-8 403-9 403-10	<ul style="list-style-type: none"> Employees Communities 	Internal External
Economic Performance	GRI 201: Economic Performance	201-1	<ul style="list-style-type: none"> Investors Shareholders 	Internal External
Process Safety	Non-GRI		<ul style="list-style-type: none"> Employees and contractors Regulatory authorities 	Internal External
Employee Development and Diversity	GRI 401: Employment	401-1 401-2 401-3	<ul style="list-style-type: none"> Employees 	Internal
	GRI 404: Training and Education	404-1		Internal
	GRI 405: Diversity and Equal Opportunity	405-1 405-2		Internal
Community Development	GRI 413: Local Communities	413-1 413-2	<ul style="list-style-type: none"> NGOs Local communities 	Internal External

Reporting Criteria

This report has been prepared in accordance with GRI Standards: Core option. Additionally, our disclosures are aligned with the following national and international charters and guidelines:

- National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG) in India, issued by the Ministry of Corporate Affairs, Government of India
- Format of Business Responsibility Report (BRR) published by the Securities and Exchange Board of India (SEBI)
- Sustainable Development Goals (SDGs) released at the United Nations Sustainable Development Summit in 2015

Reporting Scope and Boundary

This Report presents the data for the period 1st April 2019 to 31st March 2020. The Company published its last Sustainability Report for FY 2018-19. The scope and boundary of the Report pertains to Pidilite's four Indian subsidiaries and joint ventures (JVs), along with the corporate office in Mumbai. This constitutes 24 Pidilite-owned manufacturing plants, 16 Job Worker sites, and 5 JVs spread across 10 states. We have excluded warehouses and international subsidiaries from the current scope of this report. It focuses on the sustainability performance of the following business verticals:

1. Adhesives and Sealants
2. Construction and Paint Chemicals
3. Art and Craft Materials
4. Pigments and Preparations
5. Industrial Resins and Adhesives

Data Management

We monitor our environmental footprint monthly across all the manufacturing locations. This data from across units is sourced through an online Environment, Health and Safety (EHS) platform. Respective units monitor the remaining parameters through specific internal platforms. All the detailed financial disclosures of the Company are covered in our Annual Report for FY 2019-20, which is available on our website.

We are sincerely committed to listening to our stakeholders' views and opinions, in order to enhance our sustainability reporting and performance. We welcome your feedback, enquiries, suggestions or information at:

Suggestions and Feedback

sustainability_pidilite@pidilite.com
www.pidilite.com

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

Pidilite's Sustainability Strategy

Our sustainability strategy aims to create value for our stakeholders, while reducing the ecological footprint of our operations. We have identified key enablers for achieving our ambitions and illustrate our commitment towards being a sustainable and responsible industry

Sustainability Vision

To be a sustainable and responsible industry leader, integrating innovative growth operational eco-efficiency and value creation for society.

Sustainable Innovation

Promoting use of raw materials and manufacturing products with reduced environment footprint

Reduction in plastics consumption and promoting use of recycled plastics in packaging

Operational Eco-efficiency

Minimising water intensity

Minimising energy intensity

Maximising renewable energy potential

Minimising waste intensity

Responsible Care

Zero-harm operations

Enhancing the impacts on communities



Table 3: Pidilite's Long-Term Sustainability Targets

Parameter	Target 2030
SUSTAINABLE INNOVATION	
Plastic Waste	Conversion of MLP to Non MLP Packaging by 30% and 100% Recycle of MLP post Consumer use
<p>In order to achieve Plastic Waste targets, we will be focussing on following:</p> <ul style="list-style-type: none"> • Reduction in plastic waste by converting Non Recyclable MLP Packaging to Recyclable for Packaging. • Reduction in overall Plastic qty used for packaging. • Recycle of 100% MLP used for Packaging post consumer use. • Promoting use of Recyclable Plastic into Packaging. 	
OPERATIONAL ECO EFFICIENCY	
Water Consumption	Reduce Fresh Water Consumption Intensity by 35%
<p>In order to achieve our water consumption intensity targets, we will be focussing on:</p> <ul style="list-style-type: none"> • Achieving Zero Effluent Discharge (ZED) at 90% of our manufacturing plants • Achieving Zero discharge of domestic effluent outside plant premises • Water Conservation through initiatives under Reduce, Reuse and Recycle • Increasing overall rain water harvested within manufacturing plants as well as through various community initiatives 	
Energy Consumption	Reduce energy consumption intensity by 20%
<p>To meet our energy consumption targets, we will be focussing on:</p> <ul style="list-style-type: none"> • Implementing energy-saving initiatives as well as leveraging technological advancement towards this end • Reducing energy consumption by heat recovery, usage of energy recovery system and improving the efficiency of boilers 	
Renewable Energy (Fuel + Electricity)	Increase in overall renewable energy consumption to 50% of overall Energy Consumption
<p>In order to increase the proportion of renewable energy in our energy mix, we will be:</p> <ul style="list-style-type: none"> • Replacing fossil fuels with low-emitting or renewable fuels • Increasing overall generation and consumption of renewable energy from solar panels and windmills 	
Waste Disposed	Reduce overall intensity of waste disposal (Non Environment friendly manner) i.e. Incineration or Land Fill intensity by 30%
<p>We seek to decrease the overall waste disposed by:</p> <ul style="list-style-type: none"> • Ensuring 50% reduction in the secondary packaging material coming along with Packing Material. • Promoting recycle of 90% incinerable waste through co-processing • Reducing generation of waste at source 	
RESPONSIBLE CARE	
Occupational Health and Safety	Reduce overall safety ratios, such as fatality rate, severity rate and incident rate, by 30%

Corporate Governance and Risk Management

In the ever-evolving business landscape of the 21st century, a robust corporate governance framework is integral to building and strengthening stakeholder relationships. Therefore, we work to ensure the highest standards of ethical and responsible conduct.



Our Board of Directors

Our corporate governance efforts are overseen by our Board of Directors, which comprises of 12 members, six of whom are independent. Our Board bring diverse experience in sales and marketing, business and senior management, leadership and governance, legal and regulatory matters, finance, accounts and risk management, and relevant technologies. The Board meets at least once a quarter to review the organization's quarterly performance.

Committees of the Board

Our Board has established the following committees for the smooth functioning of different aspects of the organization.

- 1) Audit Committee
- 2) Nomination and Remuneration Committee (NRC)
- 3) Stakeholder Relationship Committee
- 4) Risk Management Committee
- 5) Corporate Social Responsibility (CSR) Committee

Audit Committee

The Audit Committee is responsible for approving the annual internal audit plan, and periodically reviewing audit progress. It also reviews critical internal audit findings, status of implementation of audit recommendations, and adequacy of internal controls.

Nomination and Remuneration Committee

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

Stakeholder Relationship Committee

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

CSR Committee

The CSR Committee is empowered with responsibilities such as:

- Formulation and recommendation of the Corporate Social Responsibility Policy indicating activities to be undertaken by the Company
- Recommendation of the expenditure to be incurred
- Monitoring the implementation of the Corporate Social Responsibility Policy

Risk Management Committee

The following roles and powers have been conferred upon the Risk Management Committee:

- Review and approval of risk management plan
- Review of progress on the risk management plan
- Proposal of risk classification and measurement methodology

We have a robust risk management plan for the identification and mitigation of risks.

In addition to benchmarking the organization's risk coverage against its peers, the Risk Management Committee also identifies key risks for the Company. It then develops and implements the risk mitigation plan, reviews, and monitors the risks and corresponding mitigation plans on a regular basis and prioritizes the risks, if required.

Enterprise Risk Management at PIL

Risk Identification and Mitigation is part of the Risk Management Committee that meets on a quarterly basis to discuss the recent findings of the Committee. The Risk Identification and Mitigation Committee's approach towards enterprise risk management encompasses stages like identification, classification, monitoring, reporting and awareness. The risks identified are categorized into three categories and each risk is assigned to a risk champion, who is entrusted with the task of managing it. This is done to ensure that all the risks are managed in a responsible manner.

Sustainability Initiatives

Our Sustainable initiatives are focused on resource optimization, waste minimization, water conservation, energy efficiency and emission reduction across operations. Tracking of Sustainability Parameters and Review by Senior Management on Performance at periodic frequency is carried out. Across the social dimension, we undertake employee engagement and CSR initiatives in various thematic areas such as education, healthcare, rural development, and general semantics.

Industry Associations and Memberships

We have representation in the following business and industry associations:

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

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

**ETHICAL BUSINESS AND
TRANSPARENCY**

At Pidilite, we have made concerted efforts to support our ethos of conducting our business in an ethical manner and ensuring a transparent atmosphere. We have adopted an Ethics Policy as a part of our Code of Conduct, which must be followed by every employee irrespective of their designation. The Board of Directors and the Company’s senior leadership are involved in the development of our values, vision, organizational strategies, and policies related to sustainability performance.

The Board has adopted the following codes:

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

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

Code of Conduct

We have adopted a Code of Conduct for our Directors and Senior Management, in alignment with the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. To maintain high ethical standards, we have instituted an Employee Code of Conduct, which lays down the principles and standards that govern the action of our employees. It duly specifies guidelines to be followed in case of any conflicts of interest. It is applicable to all employees worldwide, including those of our subsidiaries. Our value of ‘High Ethical Standards’ has been incorporated into every aspect of our business operations. We promote ethical conduct in all our operations and subsidiaries. The Code and its associated policies cover issues related to fraud, insider trading, bribery and corruption and human rights discrimination, and their corrective measures. We also have a Supplier Code of Conduct for key suppliers, which incorporates elements related to business integrity such as ethical behavior prevention of conflict of interest. We train all new recruits on our Code of Conduct, as part of their joining formality.

Through our Human Rights Policy, we ensure the prohibition of child and forced labour. In FY 2019-20, there were no reported cases of child or forced labour at our operations.

Whistle Blower Policy

We have established Sampark, which is a one-stop solution provider for all employees to openly express their views. We encourage all our employees to report any misconduct at all levels to ensure that a corrective assessment is done, and a fair decision is taken.

The policies are communicated to all employees and directors, in addition to being posted on our company website. There were no reported cases in FY 2019-20.

Grievance Resolution

We recognize that different stakeholders require unique solutions to address their queries and have devised bespoke mechanisms accordingly.

Customer feedback is of utmost importance to us, and we have a dedicated helpline for the redressal of all their grievances and complaints.

Meanwhile, when it comes to handling our investors’ complaints, we have established

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

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

Our grievance redressal mechanism is also equipped to address all employee grievances related to the Company’s policies and work environment. For employee grievance handling, we have an online platform ‘My Pidilite’ where employees can raise their concerns. These are tracked and reported to the senior management monthly. At our factory locations, we have an open forum called ‘Khulla Manch’ for grievance resolution. We have also formulated a policy relating to the Prevention of Sexual Harassment, and any incidents are investigated by the Internal Complaints Committee. In FY 2019-20, one instance of sexual harassment was reported.

Category	No. of Complaints Filed During the Financial Year	No. of Complaints Under Investigation as on 31 st March 2020
Child, Forced or Involuntary Labour	Nil	Nil
Sexual Harassment	1	1
Discriminatory Employment	Nil	Nil
Shareholders’ Complaints	9	Nil
Legal Non-Compliances	Nil	Nil

Compliance Management

To efficiently monitor, manage and ensure compliance to legal and statutory requirements for Pidilite units, we have installed the compliance software Legatrix. It is a comprehensive, robust, highly customizable software support solution for tracking, managing, and reporting on legal, regulatory, and internal compliances. For our Job worker and Joint venture units, we have an efficient factory management system to monitor the relevant compliances. During FY 2019-20, there were no open major legal non-compliances reported.

Economic Performance

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



Sustainable Development Goals

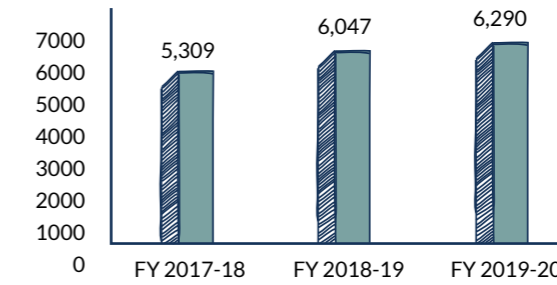


Material Topics

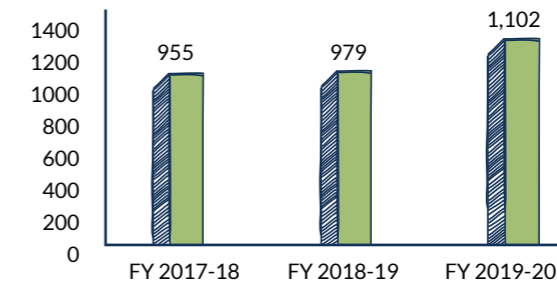
Economic Performance

ECONOMIC PERFORMANCE

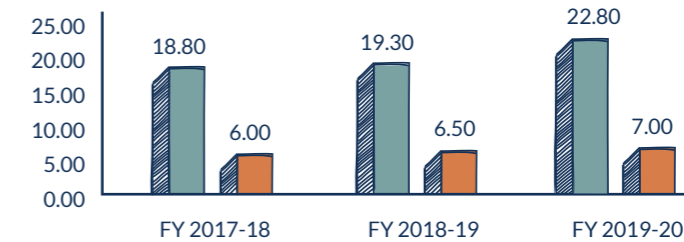
Net Sales (₹ in crores)



Profit after Tax (₹ in crores)



Earnings and Dividends (₹ per share)



■ Earning per share ■ Dividend per share

Our investors have experienced a growth of over 18% in the earnings per share and over a 7% rise in dividend per share. Our commitment to quality, combined with our diverse industry-leading product portfolio, has ensured that our performance has shown an upward trend.

Table 5: Financial Performance

Parameter	Performance in FY 2019-20
Revenue	3% increase
Revenue	3% increase
Net Profit	19% increase
Revenue	3% increase
Revenue	3% increase

*Baseline considered for data comparison is FY 2018-19

We focus on providing market-leading solutions, resulting in a strong bottom line performance. During FY 2019-20, our net sales grew by 4%, with sales volume and mix growth of 3.9%. Operating profit for the year was ₹1,637 crores, up 9.86% from the previous year, and we recorded a net profit of ₹1,102 crores, marking an 18.87% year-on-year increase. Our net worth as on 31st March 2020 was ₹4,465 crores, amounting to a Compounded Annual Growth Rate (CAGR) of 16.4%

Table 6: Performance by Industry Segment

FY 2019-20			
Industry	Segment	% Contribution of Sales	% Growth
Consumer and Bazaar Products	Overall Branded Consumer and Bazaar Products	79.9	5.4
	Adhesives and Sealants	52.6	4.1
	Construction and Paint Chemicals	19.2	12.1
	Art and Craft Materials	8.1	(1)
Business to Business Products	Overall Business to Business Products	18.7	4.9
	Industrial Adhesives & Industrial Resins	12.5	0.35
	Pigments and Preparations	6.2	15.6

We believe in investing across the triple bottom line to ensure equitable growth. An appropriate product mix and a good understanding of customer requirements have allowed us to continually increase our market presence, revenues, and profitability. In FY 2019-20, we incurred an EHS expenditure of ₹14.76 crores. Meanwhile, we spent ₹26.30 crores on our CSR initiatives, in areas such as education, healthcare agriculture and horticulture, animal husbandry, women empowerment and rural development.

Table 7: Economic Value Generated, Distributed and Retained

Economic Value Generated and Distributed (EVG&D)	FY 2019-20 (₹ in crores)	FY 2018-19 (₹ in crores)
Economic Value Generated		
a) Revenues	6,332.59	6,095.00
b) Other income	151.86	192.00
Total (a)	6,484.45	6,286.00
Economic Value Distributed		
a) Operating costs	4,211.62	4,239.00
b) Employee wages and benefits	736.89	664.00
c) Payments to providers of capital	13.4	7.00
d) Payments to government	709.55	669.00
e) Community investments	26.30	24.00
Total (b)	5,697.76	5,603.00
Economic Value Retained		
(calculated as Economic Value Generated less Economic Value Distributed) 786.69681.00	786.69	681.00

Sustainable Innovation

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



Sustainable Development Goals



Material Topics

Process and Product Innovation

Elimination, Reduction and Recycling of Plastic in Packaging of our Products

PROCESS AND PRODUCT INNOVATION

R&D Expenditure (₹ in crores)

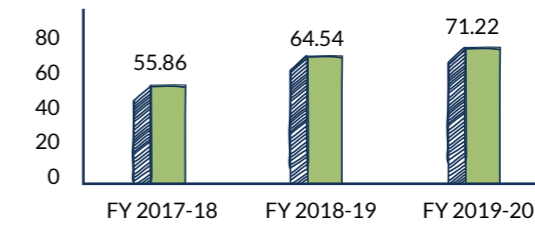


Table 8: R&D Highlights

Parameter	Performance in FY 2019-20
R&D Expenditure	11% increase in R&D expenditure compared to the previous year
No. of Patents	7 patents filed in FY 2019-20
Non-Compliance of Products to Applicable Regulations and Voluntary Codes	0

As part of our growth strategy, we focus on development of new products and solutions that are innovative and meet the expectations of our customers and reduces overall footprint as part of life cycle of product.

We regularly review and improve upon our manufacturing processes and the services we provide, incorporating product safety and environmental considerations In FY 2019-20,

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

ELIMINATION REDUCTION AND RECYCLING OF PLASTIC IN PACKAGING OF OUR PRODUCTS

Specific plastic packaging consumption decreased by 7.5% from 0.053 MT/MT in FY 2018-19 to 0.049 MT/MT in FY 2019-20.

We have worked on Product Packaging Innovation to bring reduction in overall MLP consumption in packaging for e.g. Focus on co-injection and co-extrusion molding technology to facilitate the use of PCRW (post-consumer use recycled plastic) in middle layer

We monitor our overall packaging material consumption by computing rigid and flexible plastic packaging material. Our plan to reduce the overall packaging material consumption is broadly divided into the three categories stated below:

- Reduce: Reduction in plastic packaging of products
- Recycle: Converting multilayer plastics (MLP) to single-layer plastics (SLP) for making them suitable for recycling
- Reuse: Increasing the use of recyclable plastic in packaging

Table 10: Packaging Material Consumption from all PIL Manufacturing Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Rigid Plastic Packaging	MT	17,289	18,753
Flexible Plastic Packaging	MT	3,441	2,717
Total Plastic Packaging Consumption	MT	20,730	21,470
Specific Plastic Packaging Consumption	MT/MT of production	0.049	0.053

Restatement: The approach and methodology adopted for measuring and monitoring the data has been updated. The data of Rigid Plastic packaging, Flexible Plastic Packaging, Total Plastic Consumption and Specific Plastic Packaging Consumption has been revised for FY 2018 -19.

The following initiatives were implemented in FY 2019-20 for reduction in overall packaging material:

- Conversion of multilayered plastics to polymer or monolayer polymer for making it suitable for recycling
- Exploring the use of technology for use of recycled plastics in packaging, especially in rigid packs (i.e. rigid containers or drums)
- Recycling of excess plastic material generated during injection molding of shells by packaging material supplier
- Reduction in the weight of the packaging material article or containers. For example: Dr. Fixit 5L plug weight reduction - big plug of weight 14g changed to smaller plug of weight of 4g. In 2019-20 due to implementation of project we reduced overall consumption of 10.23MT of Rigid Plastic Packaging for 6 months of implementation.
- Reduction in the width of BOPP sheet for bundling of Fevikwik 0.5g

Table 11: Consumption of Flexible Plastic Packaging from all PIL Manufacturing Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Multilayer Plastic Consumption	MT	1,141	1,186
Total Single-Layer Plastic Consumption	MT	2,300	1,531

Restatement: The data collection and monitoring methodology has been updated; therefore the data for Total Multilayer Plastic Consumption for FY 2018 - 19 has been updated.

In FY 2019-20, our recyclable plastic i.e. single layer plastic consumption increased by 50% compared to previous year. The following initiatives were carried out in FY 2019-20 for reduction in overall multilayer plastic consumption:

- Reduction in thickness of pouch M-Seal pouch from 50 microns to 35 microns
- Reduction in dimensions of laminated pouch
- Changes in the material of construction (MOC) from: PET/POLY to BOPP/POLY or PET/MET PET to BOPP/MET BOPP i.e. for Fevigum/Fevicol, MR danglers and Fabric glue cone packs.
- Promotion of plastic free packaging i.e. MLP to paper or foil laminate for Fevikwik (0.5g)

Table 12: Quantity of Recyclable or Reusable Plastic Packaging from all PIL Manufacturing Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Recyclable or Reusable Plastic Packaging Consumption	MT	19,589	20,284
	% of total plastic packaging consumption	94%	94%

In FY 2019-20, even though there was an increase in overall production volumes compared to FY 2018-19, percentage of recyclable or reusable plastic packaging out of the total plastic packaging consumption remained same.

We are also registered with the Central Pollution Control Board (CPCB) and have tied up with authorized recyclers for collection of post-use MLP and Non-MLP packaging material. These materials are recycled and used for preparation of compost and fuel. In FY 2019-20, as part of Extended Producer Responsibility (EPR), we collected 1,073 MT of MLP plastic waste, 700 MT of which was recycled. The collection was done through authorized recyclers and processing was done through government-approved processors. By 2021, we aim to recycle 100% of MLP generated from our products.

Table 13: Amount of MLP Packaging Material from all PIL Manufacturing Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total MLP Plastic Waste Collected Post-Consumer Use	MT	1,073	530
MLP Recycled through EPR	MT	700	296
	% recycled	65%	56%

Restatement: The approach and calculation methodology has been revised; therefore the data for FY 2018-19 has been updated

During FY 2019-20, the following key improvement initiatives were carried out:

- Programme to ensure newer plastic Material of Construction (MoC) used for processing in packaging, with the aim of promoting recycling, reduction, and reuse

Quality Management

We regularly make investments in upgrading our manufacturing infrastructure and quality systems. We have an ISO 9001:2015 certified Quality Management System (QMS) in place, and our products and infrastructure are certified according to relevant industry and international quality standards. We also have a Quality Policy that highlights our management and leadership teams’ commitment to quality systems within Pidilite. Pidilite’s Quality Management System is a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. Our QMS helps to direct the organization’s activities to meet the customer and business requirements and to improve its effectiveness and efficiency on a continuous basis.

Supplier Responsibility

As part of our supply chain management, we carry out various initiatives pertaining to supplier responsibility. Some of them are:

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

Sustainable Fecivryl Fabric Glue Cone packs

We received EPS guidelines on packaging wherein we had to move plastic sleeves to 50 microns which was more sustainable. In order to meet the guidelines and EPS norms, our Fecivryl Fabric glue cones were converted to 50 microns from MET PET < 50 microns thus promoting sustainability in our marketing approach. In FY 2019-20, we have sold around 99.2 lakhs of these sustainable packs worth sales of INR 591.9 lakhs

Operational Eco-Efficiency

To enhance our operational eco-efficiency, we focus on reducing resource consumption and waste generation, while also exploring renewable energy options. We have robust systems in place to monitor our environmental performance. In addition to this, various conservation initiatives are regularly carried out across our manufacturing locations and corporate offices. We also ensure timely compliance to all the applicable environmental laws and regulations.

Committing to a greener future, we have set long-term environmental targets at a company level. Our objective is to reduce overall energy consumption enhance our renewable energy portfolio, decrease water consumption, and reduce waste generation.



Sustainable Development Goals

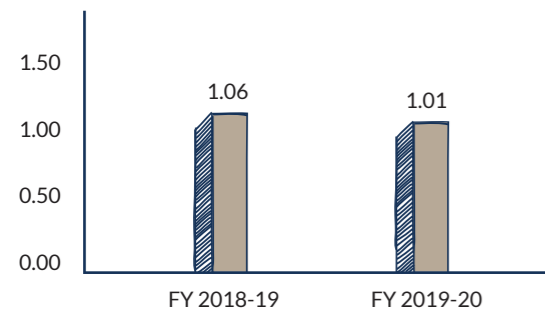


Material Topics

- Energy Management
- Environment Management
- Management of Hazardous Chemicals

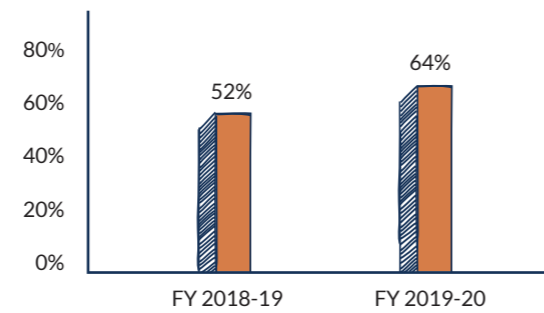
Highlights for FY 2019-20

Effluent Discharge Intensity (m³/MT of Production)



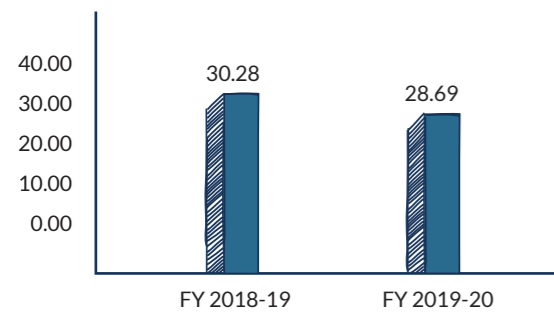
Achieved 5% reduction in energy intensity

Renewable Fuel Consumption - Briquettes (% of Total Fuel Consumption)



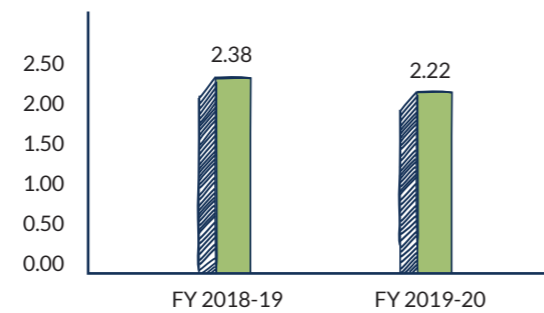
Achieved 12% increase in renewable fuel consumption

Waste Intensity (KG/MT of production)



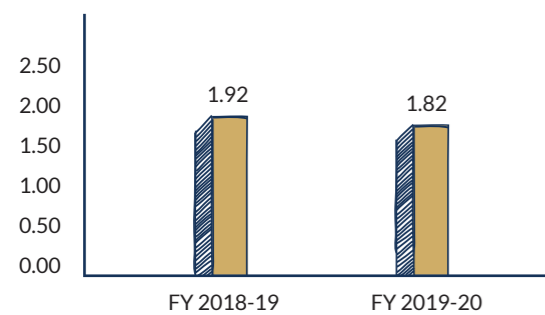
Achieved 5% reduction in waste intensity

Water Withdrawal Intensity (m³/MT of Production)



Achieved 7% reduction in water withdrawal intensity

Energy Intensity (GJ/MT of Production)



Achieved 5% reduction in effluent discharge intensity

ENERGY MANAGEMENT

We have a company-level EHS Policy, which highlights our commitment to improving our environmental performance through sustainable business practices. This includes, but is not limited to, all our Pidilite Manufacturing Plants being ISO 14001 certified.

We have a dedicated EHS team at all our manufacturing locations and the corporate level. It regularly monitors and reviews our performance through internal and divisional review meetings and audits.

The percentage of renewable and fuel with lower carbon footprint in the overall fuel consumption increased to 70% in FY 2019-20 from 58% in FY 2018-19

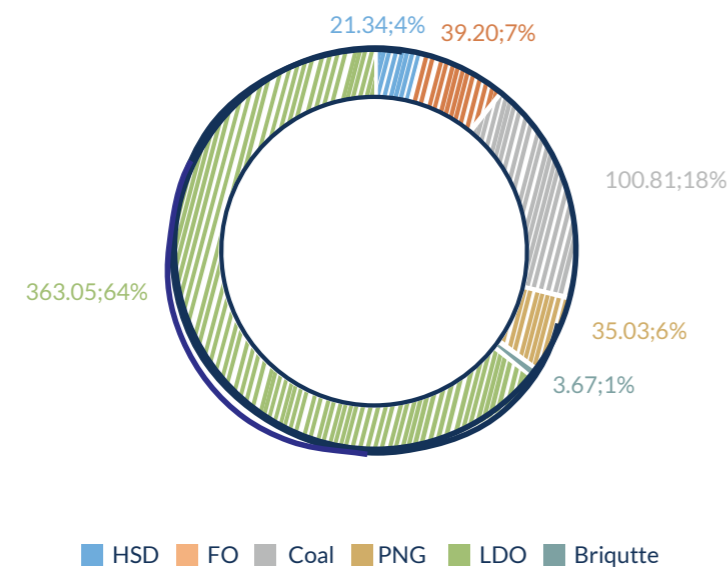
a) Fuel Consumption

As a part of our energy management efforts, we constantly promote the consumption of renewable and low-emitting fuels in our operations. Our overall fuel consumption stood at 5,63,094 GJ in FY 2019-20, marking a reduction of 6% compared to the previous year. In the reporting period, renewable sources accounted for 64% of our total fuel consumption, indicating an increase of 12% from FY 2018-19. Additionally, fuel with lower carbon footprint accounted for 6% of our total fuel consumption. Most of the large boilers and thermic fluid heaters in our manufacturing units are operated with these renewable and low-emitting fuels, helping us save ₹14.2 crores.

Table 14: Energy Consumption - Fuel

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Fuel Consumption	GJ	5,63,094	6,00,490
Specific Energy Consumption From Fuel	GJ/MT of production	1.33	1.49
Energy Generated From Renewable Fuel (Briquette)	GJ	3,63,045	3,13,765
	% of total energy generated from fuel	64%	52%
Energy Generated From fuel with lower carbon footprint (PNG)	GJ	35,033	34,381
	% of total energy generated from fuel	5.7%	6.2%

Graph 1: Energy Consumption by Fuel (000'GJ) (%)



“The percentage of renewable energy (Fuel + Electricity) in the overall energy consumption increased to 52% in FY 2019-20 from 45% in FY 2018-19”

b) Electricity and Renewable Energy

In FY 2019-20, our energy consumption due to purchased electricity from state electricity boards was 1,81,754 GJ. Around 13% of overall electricity consumed was generated from renewable sources like solar and wind energy. There was a decrease in the percentage of renewable energy consumed compared to FY 2018-19, as renewable energy collection – and consequently, consumption – was affected by floods. With the goal of increasing our renewable energy footprint in the future, we plan to install additional renewable energy units across our manufacturing locations.

i) Wind Energy

We have wind farm projects in Gujarat and Maharashtra. Power generated through these wind farms is primarily utilized in our manufacturing units and Corporate Office in Mumbai. We generated 54 lakh kWh of wind energy, which resulted in reduction of Carbon footprint by 4,534 tCO₂ and savings worth ₹4.2 crores. During FY 2019-20, we consumed 49 lakh kWh of wind energy, compared to 47 lakh kWh in FY 2018-19.

ii) Solar Energy

During FY 2019-20, we consumed 17 lakh kWh of electricity from solar PV projects. Solar projects were installed at 10 manufacturing units, which has resulted in savings of ₹1.5 crores and reduction in carbon footprint by 1,467 tCO₂. Further, we have installed a solar project with a capacity of 1.8 MW, which will be operational in due course. This is expected to significantly increase our renewable energy mix and cost savings

Table 15: Electricity and Renewable Energy Consumption from all PIL Manufacturing Units

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Electricity Purchased from Grid	kWh	5,04,87,090	4,08,52,641
	GJ	1,81,754	1,47,070
Specific Electricity Consumption	GJ/MT of production	0.43	0.36
Total Renewable Energy Consumed (Electricity)	GJ	24,111	24,194
	% of total electricity consumption	13%	16%
Solar Energy Consumed	GJ	6,363	7,057
	% of total electricity consumption	4%	5%
Wind Energy Consumed	GJ	17,748	17,137
	% of total electricity consumption	10%	12%
Total Fuel Consumption	GJ	5,63,094	6,00,490
Total Energy Consumed (Fuel+ Electricity)	GJ	7,44,847	7,47,560
Energy Generated from Renewable Fuel (Briquette)	GJ	3,63,045	3,13,765
Total Renewable Energy Consumed (Fuel + Electricity)	GJ	3,87,156	3,37,959
	% of total energy consumption	52%	45%

Restatement: The approach and methodology used for the calculation of specific electricity consumption, Solar Energy consumed, wind energy consumed have been changed. Therefore, the data has been updated for the FY 2018-19.

c) Energy Conservation and Relevant Energy Cost Saving

The savings in total energy due to energy conservation and use of Renewable Source of Energy initiatives increased by 54% from 1,401 GJ in FY 2018-19 to 2,162 GJ in FY 2019-20.

The savings in total emissions due to energy conservation and use of Renewable Source of Energy initiatives increased by 30% from 319 tCO₂ in FY 2018-19 to 411 tCO₂ in FY 2019-20.

Energy conservation initiatives implemented across our manufacturing locations have resulted in total savings of ₹62.11 lakhs during year. Total of ₹19.89 crores were saved due to use of Renewable Source of Energy like Electricity from Solar and Wind as well as use of Renewable Fuels. Capital expenditure on energy conservation as well as Equipment’s for generating Renewable Energy was ₹2.95 crores compared to ₹1.2 crores in FY 2018-19. By 2030, we aim to reduce our energy consumption intensity by 20%. Some of the energy-saving initiatives we have undertaken are listed below:

- Replacement of conventional lights with light-emitting diodes (LEDs)
- Condensate recovery in boilers
- Replacement of low-efficiency motor with high-efficiency motor
- Installation of VFD on motors
- Installation of heat pump for generation of hot and chilled water
- Installation of energy efficient EC fans in Air Handling Units (AHUs)
- Installation of thyristor controller for heaters
- Replacement of 12T boiler feed water pump
- Power savings were carried out in secondary forced draft (FD) blower
- Replacement of gland-type screw pump by seal-type Roto make pump
- Maintaining leakage through regular air leakage testing

Table 16: Energy Conservation and Reduction in Carbon Footprint by Reduction in Greenhouse Gases

Parameter	Unit of measurement	FY 2019-20	FY 2018-19
Total Energy Saved Due to Energy Conservation Initiatives	GJ	2,162	1,401
Total GHG Emissions Saved Due to Energy Conservation Initiatives	tCO2	411	319

Total Fresh Water withdrawal reduced by 2.22% from 956 thousand KL in FY 2018-19 to 935 thousand KL in FY 2019-20.

Water Management

In FY 2019-20, our total freshwater withdrawal was 9,35,471 KL, which was down 2.22% from FY 2018-19. We have installed rainwater harvesting structures at our manufacturing sites, and the harvested rainwater is reused in our plant operations. We follow the water balance approach to monitor our consumption patterns.

By 2030, we aim to reduce our water consumption intensity by 35% considering 2018-19 as base line.

Table 17: Water Consumption at PIL

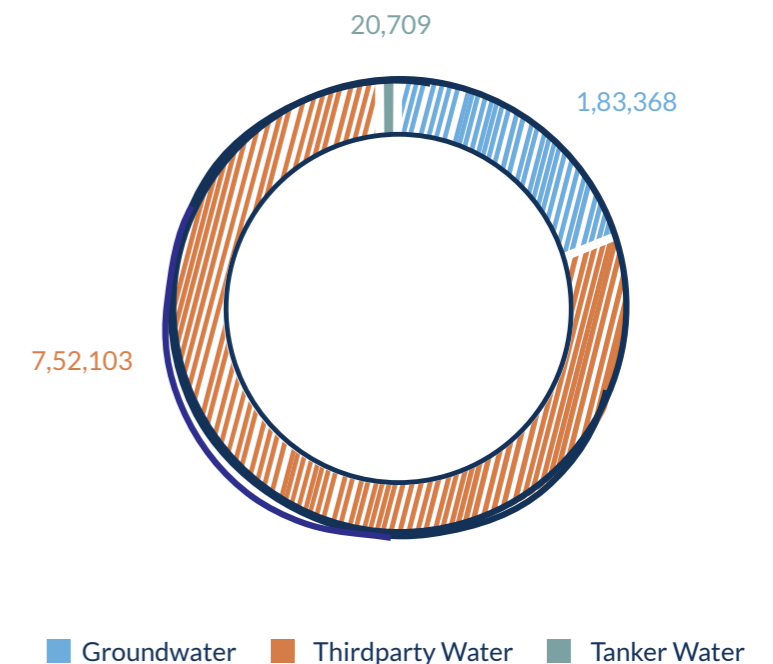
Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Freshwater Withdrawal	KL	9,35,471	9,56,720
Specific Freshwater Withdrawal	KL/MT of production	2.22	2.38
Total Rainwater Harvested (Roof Top Water Harvested and reused back from all structures active till year of declaration)	KL	86,796	54,451

Restatement: The approach and methodology followed for data collection and associated calculations have been changed, therefore the data for FY 2018-19 have been updated.

ENVIRONMENT MANAGEMENT

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Rainwater Harvested (Rainwater collected and recharged back for Ground Level Make Up from all structures active till year of declaration)	KL	24,117	16,243
Total Rainwater Harvested during 2019-20 by Check Dams and Ponds under CSR Programme that were built in collaboration with government.	KL	5,31,846	2,32,000
Total Rainwater Harvested (Rain Water Harvested from Roof Top and Reused, Ground Water Re-charged, and harvested and reused back by making check dams and ponds under CSR Program)	KL	6,39,348	3,10,331
Water Balance (Difference Between Fresh Water Withdrawn and Rainwater Harvested)	KL	2,96,123	6,46,389

Graph 2: Total Freshwater Withdrawal - Source-wise (000'KL) (%)



In FY 2019-20, we have implemented the following projects for water conservation:

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

Overall effluent discharge ratio reduced by 5% from 1.06 KL/MT in FY 2018-19 to 1.01 KL/MT in FY 2019-20. 62% of our manufacturing units have achieved Zero Effluent Discharge status.

Effluent Management

We are working towards achieving 'Zero Effluent Discharge' (ZED) at all our manufacturing locations. In FY 2019-20, 28 of 45 units, i.e. 62% of our manufacturing locations, have achieved ZED status. By 2030, we aim to achieve ZED status at 90% of our manufacturing locations and reduce our wastewater discharge intensity by 30%. We have discharged 4,26,220 KL of effluent from our operations during the reporting year. Discharged effluents are sent to Common Effluent Treatment Plants (CETPs) for further treatment and processing. In compliance with the effluent discharge norms and standards, we maintain a regular check on the discharge of effluents from all our operations.

Table 18: Effluent Discharged from all PIL Manufacturing Units

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Manufacturing Plants of PIL	Nos.	45	45
Manufacturing Plants with ZED Status	Nos.	28	28
	% of total no. of plants	62%	62%
Total Effluent Discharged	KL	4,26,220	4,26,028
Specific Effluent Discharged	KL/MT of production	1.01	1.06

Restatement: The data has been recorded and disclosed in- accurately for manufacturing plants with ZED and Total Manufacturing plants of PIL for the previous year for FY 2018- 19 which has been revised.

Some of the initiatives implemented for effluent management are:

- **Reduce and Reuse**
 - Reduction in overall effluent generation by reusing water for cleaning of vessels
- **Recycle**
 - Installation of STP instead of soak pit at three manufacturing sites for treating domestic effluents and reusing for toilet flushing and gardening
 - Recycling of cooling water from jacket of reactor

Material Consumption

Table 19: Raw Material Consumption for all PIL Manufacturing Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Major Raw Material Consumption	MT	1,01,915	1,17,328
Specific Raw Material Consumption	MT/MT of production	0.24	0.29

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

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

Total Green House Gas Emission from Fuel Reduction by 5.95% from 55337 tCO2 in FY 2018-19 to 52046 tCO2 in FY 2019-20

Emission Management

We seek to reduce our emissions by adoption of energy conservation initiatives, installation of energy efficient equipment, and switching over to cleaner energy sources. We have implemented an effective monitoring mechanism by installing the necessary pollution control equipment. Quarterly third-party inspections of our boilers and diesel generator sets are conducted across our units and air emissions are maintained within permissible limits. By 2030, we aim to reduce our GHG emission intensity by 30%.

Table 20: Greenhouse Gas Emissions

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Greenhouse Gas Emissions Due to Fuel Consumption (Scope 1 Emissions)	tCO2	52,046	55,337
Scope 1 Emission Intensity	tCO2/MT of production	0.12	0.14
Total Greenhouse Gas Emissions Due to Electricity Purchased from Grid (Scope 2 Emissions)	tCO2	41,904	33,499
Scope 2 Emission Intensity	tCO2/MT of production	0.10	0.08

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

Table 21: Emissions by Fuel Type from all PIL Manufacturing Plants

Parameter	Unit of measurement	FY 2019-20	FY 2018-19
Briquettes	tCO2	35,397	30,592
High-Speed Diesel	tCO2	1,558	1,851
Furnace Oil	tCO2	3,034	3,186
Coal	tCO2	9,536	17,216
Piped Natural Gas	tCO2	2,249	2,207
Light Diesel Oil	tCO2	272	285
Total	tCO2	52,046	55,337

Table 22: Air Emissions from all PIL Manufacturing Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Total Particulate Matter (TPM)	KG	41,182	42,785
	KG/MT of production	0.09	0.10
Oxides of Sulphur (SOx)	KG	49,437	40,073
	KG/ MT of production	0.11	0.10
Oxides of Nitrogen (NOx)	KG	15,788	13,367
	KG/ MT of production	0.04	0.03

Restatement: There is a change in the approach and methodology for air emission calculation which resulted in updation of the previous year (FY 2018-19) data for TPM, SOx and NOx.

Waste Management

Specific total waste disposed decreased by 5% from 30.28 KG/MT in FY 2018-19 to 28.68 KG/MT in FY 2019-20.

Out of 4756 MT of Total Waste Disposed 3790 MT i.e. 79% was Recycled back in FY 2019-20

In FY 2019-20, we disposed 4,756 MT and 7,359 MT of hazardous and non-hazardous waste, respectively. We are constantly working towards minimizing the generation of waste and have implemented robust mechanisms to treat and dispose the generated waste. Hazardous waste is disposed through various modes such as landfill, incineration or sent for co-processing, as part of our recycling efforts. By 2030, we aim to reduce our Total Waste disposed intensity by 30% and send 90% of incinerable waste for recycling.

Graph 3 Hazardous Waste Disposal from All PIL Manufacturing Plants–By Disposal Method (MT) %

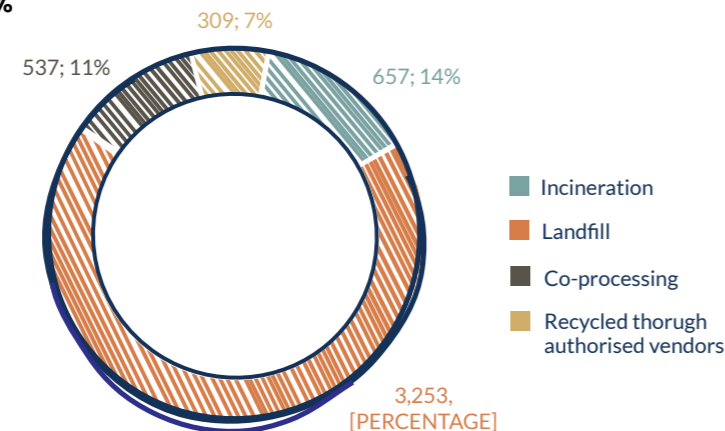


Table 23: Waste Management from all PIL Plants

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Hazardous Waste Disposed	KG	47,56,349	50,76,136
	KG/MT of production	11.26	12.62
Non-Hazardous Waste Disposed	KG	73,58,827	71,07,547
	KG/MT of production	17.42	17.66
Total Waste Disposed	KG	1,21,15,176	1,21,83,683
	KG/MT of production	28.68	30.28
Manufacturing Plants with Zero Waste to Landfill Status	Nos.	8	8

The following initiatives were carried out for overall waste reduction:

- **Reduce**
 - Provision of spin flash dryer for reduction in overall moisture content in waste
 - Provision of bulk storage tank to reduce use of chemicals from barrels
 - Provision of dryer for drying polymer waste to reduce overall moisture content
 - Maximize recovery of solvent from residue by using rotary cone vacuum dryer
 - Use of steam transfer for reduction in overall waste generated due to deposition and drying of the material in reactor
- **Recycle**
 - Recycle of fly ash from coal and briquette-fired boilers for manufacturing of fly ash bricks as well as increasing fertility of agricultural soil
 - Recycle of packing material and empty barrels after cleaning
 - Recycle of waste with good calorific value for co-processing, instead of incineration

Environmental Compliance

We comply with all the environmental rules and regulations of the geographies that we operate in. We have put in place various monitoring mechanisms to ensure effective compliance. All queries raised related to Environment Compliance by authorities are replied and closed

We responsibly manage all risks associated with the handling and storage of hazardous chemicals. The chemicals are classified based on the UN classification for hazardous chemicals. Further, we constantly work to avoid spills or leakage of hazardous materials to the environment. We have undertaken the following initiatives for safe handling of hazardous material:

- For bulk storage tanks in which hazardous chemicals are stored, necessary safety precautions were taken during storage, unloading and transfer
- To avoid exposure to operating personnel, closed-loop handling of hazardous chemicals was performed
- During unloading and transfer of flammable chemicals, specific static electricity studies were carried out to mitigate risks
- Necessary engineered controls were set up for safe handling of hazardous chemicals during storage
- Regular training and education on safe handling of hazardous chemicals for our employees

MANAGEMENT OF HAZARDOUS CHEMICALS

Responsible Care

We believe that it is our responsibility to provide a workplace that is conducive to the health, safety and productivity of our employees. We are constantly working to strengthen the safety performance of our company through various programmes and initiatives. Further, our employment processes, training efforts and employee engagement initiatives create new learning opportunities, build careers and foster an empowering and inclusive culture.

Our responsibility towards people also extends to the communities within which we operate. We have implemented numerous development programmes for their welfare, in the four focus areas of healthcare, education, rural development and agriculture.



Material Topics

Occupational Health and Safety

Employee Development and Diversity

Process Safety

Community Development

OCCUPATIONAL HEALTH AND SAFETY

Occupational health and safety is at the core of our business operations, and we are committed to the long-term objective of 'Zero Accidents' across our value chain. Several safety initiatives have been undertaken at our corporate office and manufacturing locations to identify and manage health and safety risks and improve our performance on these parameters. All employees and contractors participate in safety trainings and mock drills and are acquainted with the safety measures in place at our facilities. As part of our integrated management system, all Pidilite Manufacturing Plants are certified with occupational health and safety management systems, i.e. ISO 14001 and ISO 45001. As part of our sustainability strategy, we have set a long-term target of achieving a 30% reduction in safety ratios such as severity rate and incident rate by 2030.

Table 24: Safety Performance of all PIL Manufacturing Units

Parameter	Unit of Measurement	FY 2019-20	FY 2018-19
Injuries	Nos.	2	4
Lost Days Due to Reportable Injuries	Nos.	9	84
Manhours Worked	million manhours	18.25	15.92
Fatalities	Nos.	0	0
Injury Rate	Per 100 workers	0.02	0.05
Lost Days Rate	Per 100 workers	0.10	1.05

Restatement: The data calculated for Lost day rate in the previous year FY 2018-19 is incorrect which is revised

Safety Management

To ensure robust health and safety performance, we have an EHS Policy in place. All activities pertaining to its implementation are managed and overseen by the Director of Operations. In line with the EHS Policy, various processes have been deployed across the organization and our joint ventures to continually improve health and safety performance. These include:

- **Packing Machine Safety:** We have implemented key engineering controls, such as replacement of existing interlocks with tamper-proof interlocks and rectification of existing guarding to meet the standard of 360-degree guarding.
- **Fire and Electrical Safety:** External third-party audits are carried out to identify and mitigate major hazards pertaining to fire and electrical safety.
- **Process Safety:** Gap assessment studies related to process safety were performed at manufacturing sites. Based on the findings, key EHS-related infrastructure was upgraded to improve process safety.
- **Behavioral Safety:** A safety culture has been built through communication and activities such as safety committee meetings and monthly theme-based safety programmes, among others.
- **EHS Audits:** Periodic internal EHS audits are carried out to evaluate the effectiveness of safety management systems.
- **Project Safety:** At project sites, implementation of safety controls, both in green and brownfield projects, has been carried out to improve safety performance. Various risk assessment tools are used at various stages of project implementation for ensuring project safety.
- **Health:** Necessary Health Protocol like having Medical screening and Periodic Health Checks are in place.

Safety Committee

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

PROCESS SAFETY

We have put in place necessary systems and controls for effective process safety management. We constantly monitor process safety-related risks such as fires, explosions, and the release of hazardous chemicals, and accordingly plan mitigation actions.

We implemented the following process safety measures during the reporting period:

- Carried out closed-loop handling of hazardous chemicals
- For providing necessary controls during storage for hazardous chemicals, we upgraded our facility with engineered controls like an intelligent earth monitoring system for flammable chemicals, level transmitters with monitoring and cut-off systems for preventing overflow
- Evaluated characteristics of powders that have high probability of dust explosion, and installed control systems to mitigate the risks
- Hazardous chemicals like monomers have been provided with designed system, which is under implementation for automatic inhibitor content monitoring
- Specific static electricity studies were conducted in plants where highly flammable solvents are handled, and necessary controls were put in place

EMPLOYEE DEVELOPMENT AND DIVERSITY

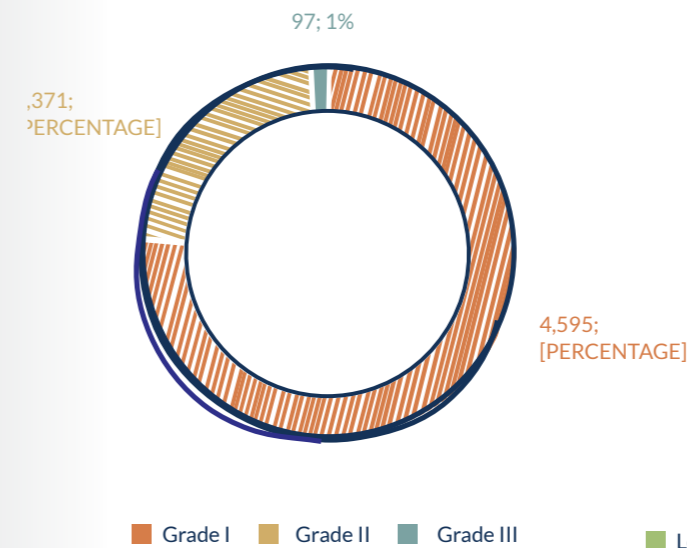
Our focus is in building progressive policies which enable career progression, work-life balance, talent development and employee engagement. We promote diversity and provide equal opportunities for all employees without discriminating them, based on sex, race, gender, age, religion, disability etc.

As of March 31st, 2020, our total employee strength was 6,063 which includes 16 differently abled employees and 339 women. The total strength of our contract employees was 5,391 of which 6.5% are women.

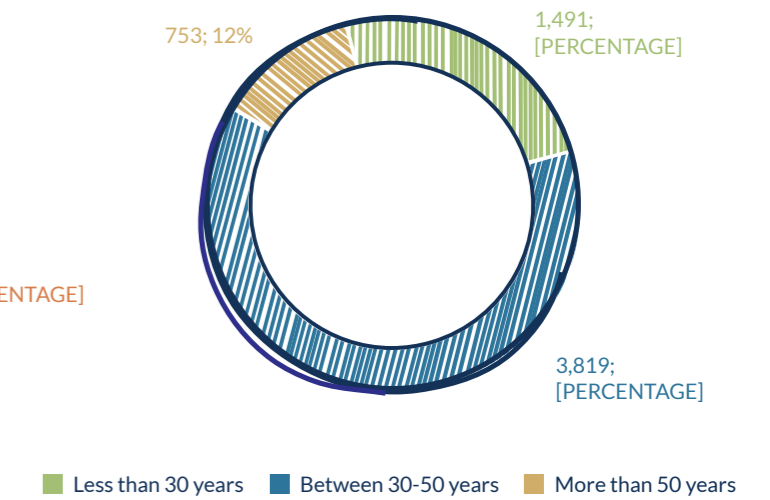
We onboarded 862 employees into the organization while our employee turnover was 9% during FY 2019-20. Out of the total employee strength, about 25% are millennials while a majority of the employees have spent more than ten years with the organization. The employee base is spread across the country with a significant portion engaged in Sales and Manufacturing.

We support the right to collective bargaining of our workers and ensure full transparency and trust with our entire workforce. However, we are not tracking the aforesaid information.

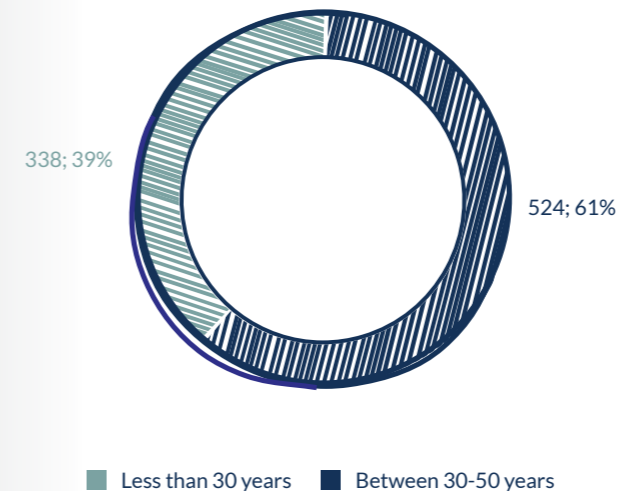
Employee data (PIL work levelwise)



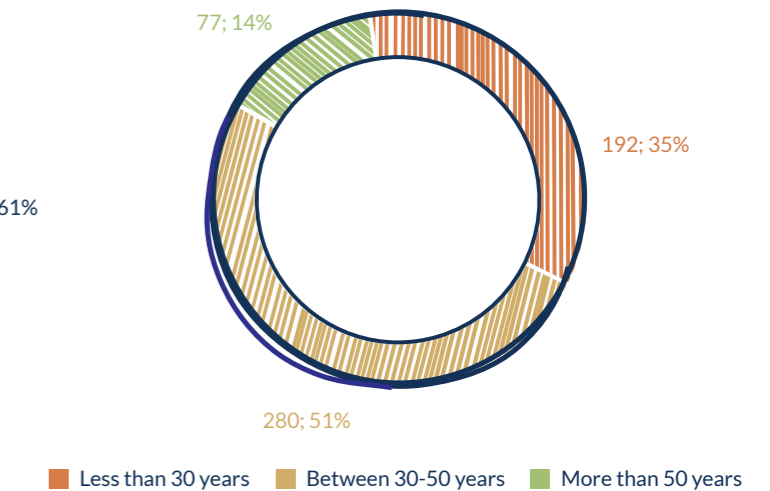
Employee data (Age wise)



New hires (Age wise)



Employee data (Age wise)



Young Managers Program

The Young Managers Program is a Flagship Program of Pidilite. Under this program, students from the fields of business, technology and research are provided an opportunity to work on live projects related to business in the domains of sales and marketing, supply chain management, finance and research. This platform provides real time opportunities for the students to understand real life challenges and suggest innovative solutions.

Developing

We are on a journey to build our leadership team through a combination of internally developed talent and through our campus programs. Our training leverages on building awareness of the “System, Processes, Policies and Business Modules” required by a role holder thereby ensuring that new managers integrate well and are able to deliver the role. In addition to this over 1300 managers are engaged annually in a set of Group Learning Program, General Competency Programs and Signature Programs.

- **Ignite** (Marketing Signature Programme)
- **Ascent** (Sales Signature Programme)
- **RISE** (Project Sales Signature Programme)
- **PACE** (R&D Signature Programme)
- **NETRUTVA** (Manufacturing Operations Signature Programme)
- **Capstone** (Leadership Development Programme)

Employee Training Data

Parameter	Units of Measurement	FY 2019-20	FY 2018-19
Total Number of Training Hours – PIL Employees	Hrs.	3,89,320	2,78,544
Total No. of PIL Employees	Nos.	6,063	5,742
Average Hours of Training Per Employee (PIL + Non PIL)	Hrs./Employee	31	28

In FY 2019-20, our on-the-job coaching program covered 2,573 employees. An additional 414 employees were covered by the ‘Paathshaala’ program to ensure effective on boarding and integration of frontline sales and marketing team in the organization. Our integration program includes modules on introduction to company norms, policies, processes and working culture. 188 new hires went through this training in the reporting period.

Performance Management

In the last two years, we have revamped our performance management system and moved it on four pillars of – Role Evaluation, Evaluation of Implementations of Key Initiatives, People Development and Alignment with Core Culture, Values and Ways of Working.

Compensation & Benefits Provided to Employees

The compensation philosophy is structured on the tenets of pay for role delivery while remaining equitable both internally and with the market. The company does an annual compensation benchmarking exercise with an external consultant towards ensuring that its employee compensation is equitable to the market. There is a structured process for arriving at annual revisions in compensation for all employees.

The company has a medical scheme to cover hospitalization, doctor on call facility, employee assistance programs (mental wellbeing), medical checkups, a 24X7 grievance helpline and cultural & sports initiatives aimed at employee well being. Every female employee is eligible for a parental leave of six months, whereas male employees are entitled to five days off. During FY 2019-20, 54 employees (43 male and 11 female) availed parental leave, and all of them returned to work after it ended.

Smriti Milan

Smriti Milan is our special day for our retired Pidilitians across levels and it is one of our most cherished Thanking platforms. This practice started 14 years back. Smriti Milan is essentially a get-together where the company Chairman, Managing Director and our Directors meet long serving retired employees and their families. The event is organised in the Pidilite campus biennially.

Over the years, we have hosted over 300 employees and their spouses, many of them returning attendees. The event has enabled us to strengthen our bond with our past.

Long Service Awards

Long service awards ceremony is held three/ four times a year where the Directors meet and thank all Long service employees irrespective of their seniority of work level. This has a great recognition value across all the employees and is highly cherished. Recognition starts from 15-year service and recognizes people with up to 35 even 40 years’ service. Every year close to 50 to 60 employees receive these awards.

Listening & Responding to Feedback

Listening has been an integral part of the Pidilite culture right from the inception of the company and therefore deeply ingrained in organization’s fundamental ways of working. Pidilite’s culture encourages speaking up, supported by our core values of Fairness,

Transparency, Empathy and Respect

The open-door policy across the organization means that any employee can reach out to any senior and give their feedback, raise issues or mention their grievances and expect a fair response. A lot of our employees take advantage of this cultural enabler to ensure that their day to day work life is well managed and hassle free. We understand that our employee’s willingness to “speak-up” depends greatly on our culture of listening respectfully giving due consideration to feedback and acting upon the feedback with sincerity regardless of who has given the feedback. The same approach is also true for feedback received from external stakeholders like dealers, influencers, users and consumers.

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

In the year 2019–20 we received an average of 100 feedback points per month across forums and more significantly every point received a response

Workplace

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

During the recent months, as the nation was reeling under the pandemic crisis, Work place was flooded with stirring stories of our employees who stepped outside their safety and comfort zones to help the community. These stories gave us hope and encouragement to carry on through these uncertain times and made us feel proud to be Pidilitians.

Healthy & Happy Initiative

We can often hear a saying in our organization – A Healthy and Happy Pidilite can only exist only if the employees are Healthy and Happy. The HAH (Healthy and Happy) movement was launched in 2017. This movement is supported by 50 odd Jugnoos (Jugnoo is the Hindi name for a Firefly) who like their name spread cheer and laughter and energize the whole company. HAH's calendar reflects the pillars of Mind, Body & Spirit through National and Regional Festivities, Employee events, Local office events, Birthdays and more.

Our senior leadership ensures that all successes are celebrated by impromptu get togethers, recognition, spontaneous tea parties, etc.

During FY 2019-20, 65% of our workforce participated in various HAH initiatives, up 20% from FY 2018-19.

Employee Engagement Diagnostic Surveys

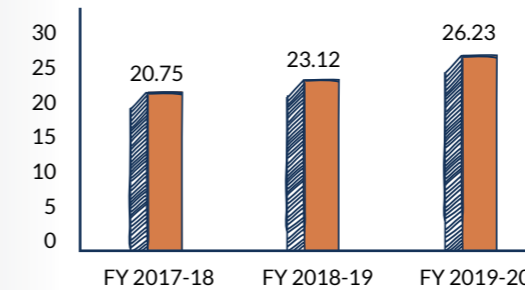
We conduct an annual engagement survey to understand engagement levels across the organization. The findings of this survey help us understand and curate initiatives for different target groups and address engagement gaps if any. We have been using the Sustainable engagement framework developed by Third Party Consultant for the last two years and the survey findings place our engagement levels at a score of 95 in 2019-20 (increase of two points from 2018-19).



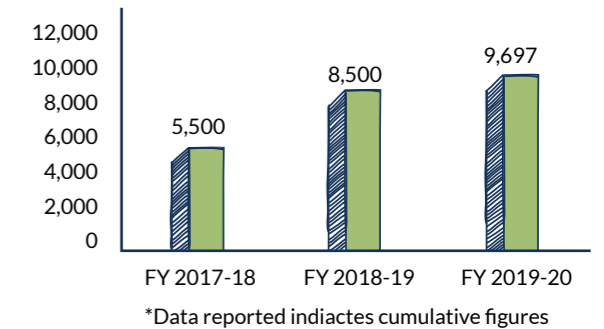
COMMUNITY DEVELOPMENT

Highlights for FY 2019-20

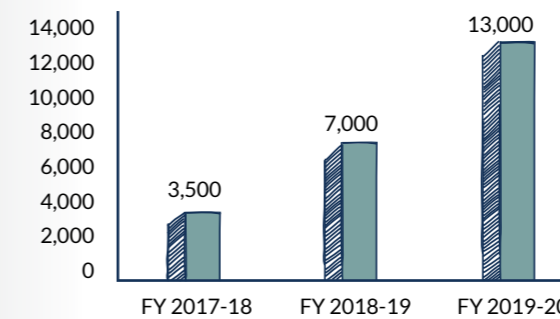
CSR spend (in ₹ crore)



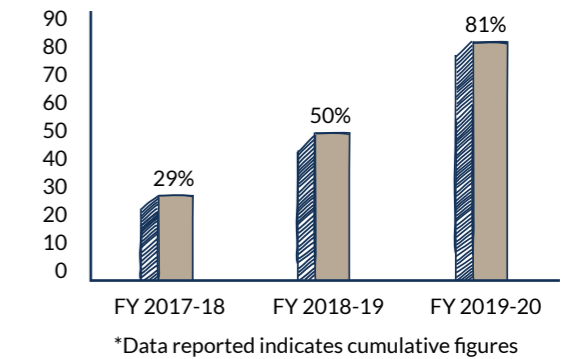
Beneficiaries skilled under Model Village Development Initiative*



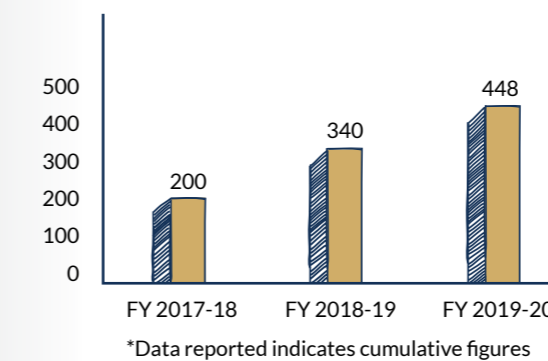
Beneficiaries from ITI courses



Female beneficiaries of SHGs*



Number of Farmer Clubs Formed



We aim to contribute to the socioeconomic development of the communities within which we operate. Our corporate social responsibility efforts are focused on education, rural development, healthcare, and general semantics. All our community projects are in line with the Companies Act, 2013, and contribute directly or indirectly to the UN SDGs. These projects are devised with due consideration for the needs of the communities in the vicinity of our plants.

Our projects are undertaken with the support of various implementation partners. We work parallelly with governmental agencies and align our initiatives with various development schemes that promote inclusive growth. Most of our CSR activities are centered in the villages of Gujarat. However, considering their positive outcome, we plan to conduct similar initiatives in the areas surrounding our other facilities.

Rural Development

Initiatives are implemented to support both agricultural needs, such as enhancing productivity and yield, water resource structures and sanitation, as well as supporting animal husbandry. These initiatives are aligned with the following SDGs.



Table 26: Impact of Our Rural Development Initiatives

Initiative	Unit of Measurement	FY 2019-20
New Farmer Clubs Formed with Our Assistance	Nos.	108
Total Rainwater Harvested	Million liters	532
Water Structures Completed	Nos.	142
Model Village: Kushal Gram	No. of beneficiaries	1197

Agriculture and Horticulture

We support our partner organizations in the agriculture and horticulture space, through collaboration with subject experts and relevant national institutes. In FY 2019-20, we aided the formation of 108 new Farmer Clubs (covering 1,500 additional farmers) in Bhavnagar and Amreli districts. With these additions, there are a total of 448 Farmer Clubs covering over 13,000 farmers. These clubs assisted in developing best agricultural practices for cotton, groundnut, and other crops.

Data of 10,500 farmers, who are part of these Farmer Clubs, has been geo-tagged on a digital portal. This enhances analysis, allowing for adoption of best practices such as soil management, intercropping and drip irrigation, among much more. Geo-tagging has facilitated the provision of specific initiatives for farmers, concerning improvement of yield and reduction in cultivation costs. About 65% of farmers actively used these recommendations, decreasing the cost of cultivation of cotton and groundnuts by 12%. We have also launched a series of booklets on various crops and agricultural practices (intercropping, animal husbandry, soil and water management and composting), which has

benefitted members of the Farmer Clubs.

A breakthrough has been achieved by farmers opting for bio-based fertilizer instead of chemical fertilizer. 1,950 farmers, with an average land holding of 2.5 acres per farmer, have begun organic farming by using bio-based fertilizers. With respect to horticulture, we have developed six wadis (one-acre orchard) and five shade nets for replication of vegetable and fruit crops. These orchards and shade nets will provide an additional source of income for farmers in the near future. In order to enhance their skills, Agro IT courses have been initiated at the Agriculture Research Station, Mahuva in collaboration with Junagadh Agricultural University (JAU), along with the successful implementation of two batches. We have also completed two batches of agriculture courses at ITI Jafrabad.

Farmer Producer Organization's (FPOs)

We assist farmers in registering and operating FPOs under Section 7(2) of the Companies Act, 2013. The FPOs started collective procurement of groundnut, which helped farmers fetch higher prices than the local market. In its very first year, these organizations helped farmers sell groundnut worth ₹40 lakh for processing. In addition, FPOs have collaborated with the Government of Gujarat for setting up a Customer Hiring Centre (CHC) for farm equipment. The CHC is equipped with major agricultural tools, which are provided to marginal farmers at nominal rates.

Centre for Agriculture-Horticulture Development at Gram Daxina Murti, Manar

Farmers from 35 adjoining villages were trained in agricultural best practices at this center. Low-cost technologies like the one-farmer, one-cow biogas model, shade net, fruit fly trap, intercropping, Integrated Pest and Nutrient Management (IPNM), mulching, border plantation, organic farming and no-till farming have been demonstrated, along with 100% coverage under drip irrigation.

The farmers are trained to grow aromatic crops as intercrops with main agriculture crops. We have collaborated with the state government for replication of citronella on 100 acres of farmers' land, which is under implementation for expansion of aromatic crop cultivation. An in-house training center has been set up for farmers, to facilitate the transfer of knowledge from experts, scientists, and universities.

Milk and Animal Health

The Company has continued its support to Milk and Animal Health Initiative in Mahuva Taluka. The farmers are trained on best animal husbandry practices like animal feeding, breeding, health, and cattle management. Best-of-the-best (BoB) villages and farmers are identified, their best practices are studied and replicated with other farmers. We observed average increase in milk yield by 19% per animal. Our team of veterinary doctors formulated special recipes for cattle feed. As per the feedback of farmers, the cattle feed has shown encouraging results in terms of health improvement of cattle, increase in milk yield and reduction in feeding cost. The innovative practice of sexed insemination has been introduced at farmers' cow sheds which ensures delivery of female calves. Currently, out of the 40 gestating cows, 30 have delivered female calves and the rest will deliver during August-September 2020. Therefore, as of now we have achieved 100% success rate. The Company has also conducted 3,800 artificial inseminations last year with a 55% success rate.



Water Resource Management

532 lakhs KL of rainwater harvested during FY 2019-20 through construction of new check dams.

Construction of 37 check dams and 121 farm ponds and deepening of 14 ponds completed during the year.

In FY 2019-20, 1,300 hectares of farmland converted into drip irrigation.

In collaboration with the Narmada, Water Resources, Water Supply and Kalpsar Department of the Government of Gujarat, we have continued to undertake water management activities such as construction of check dams and farm ponds. In FY 2019-20, we completed the construction of 37 check dams and 121 farm ponds and deepening of 14 ponds. Cumulatively, we have assisted in the completion of 96 check dams and 369 farm ponds and deepening of 54 ponds till date.

During the year, we also initiated the development of 79 water structures (51 check dams and 28 ponds) with additional water structures under discussion with the Government of Gujarat for the subsequent year.

We have lent our support to five watershed centers in Bhavnagar and Amreli to accomplish the construction of watershed structures. These centers are equipped with all the requisite machinery, and work is done under the supervision of experienced civil engineers. In FY 2019-20, 532 million liters of rainwater were harvested through the construction of new check dams, along with desilting and deepening of existing check dams and ponds.

During the year, 1,300 hectares of additional farmland was converted into drip irrigation, and more than 283 additional wells spanning over 30 villages were recharged. Cumulatively, it translated into 2,800 hectares of farmland and 1,007 wells in 100 villages.

Model Village Development

In FY 2019-20, 1,197 people were skilled in various areas as part of our unique initiative Model Village: Kushal Gram at Kalsar, Gujarat, taking the total to over 9,600 beneficiaries. As a part of the cleanliness drive, more than 1,800 households were assisted in creating sanitation facilities within their dwelling units.

Through Project Rangeen Kalsar, beneficiaries have been trained to paint their houses. During the year, an additional 168 houses were painted, taking the cumulative number to 1,568 houses.

Swachatha Initiative

We have collaborated with the Swachh Bharat Mission (Urban) for conducting cleanliness drives across Mahuva taluka. The initiative was launched on 2nd October 2019, honoring the 150th birth anniversary of Mahatma Gandhi. Major activities like regular cleaning of roads, allocation of dustbins to households, training safai karamcharis, provision of fogging machine, and the repair and renovation of community toilets have been initiated. This drive was launched with a prabhat pheri, oath-taking, and city-cleaning by various MLAs, municipality regional commissioners, the District Development Officer (DDO) of Bhavnagar, dignitaries and more than 1000 citizens.

Sanitation

We have continued to work closely with the Government of Gujarat to make Mahuva taluka open defecation free. In doing so, we supported the construction of 2,340 new toilets, taking the total to over 13,300 as of 31st March 2019.

Development of Green Cover in FY 2019-20, 1.10 lakh trees were planted in Mahuva.

We realise our responsibility in mitigating environmental concerns and carrying out initiatives in parallel with our sustainability approach. Through our tree plantation efforts, we seek to reduce our carbon footprint and restore ecological balance. In FY 2019-20, we carried out a tree plantation drive in Mahuva, through which we have successfully planted 1.10 lakh trees in the region.

Our goal is to create a stronger India through a healthier India. We carry out activities at the Hanumant Hospital and through B.K. Parekh Parkinson's Disease and Movement Disorder Society towards this end.



Table 27: Impact of Our Healthcare Initiatives

Initiative	Unit of Measurement	FY 2019-20
Hanumant Hospital, Mahuva	No. of patients treated	More than 63,500
Free Treatment to Critical Newborns	No. of newborns treated	107
Mukhyamantri Amrutum Yojana	No. of beneficiaries	1,157
Free Cataract Surgeries	No. of beneficiaries	127

Hanumant Hospital, Mahuva

During the year, Hanumant Hospital treated over 63,500 outpatients, performed over 3,100 surgeries and successfully handled 5,287 emergency cases. We have conducted four educational training programmes for the medical fraternity, in addition to seven specialty medical camps as part of the Doctor Connect Programme.

Pediatricians from Hanumant Hospital partnered with the government's Health Department to set up outpatient departments two days a week at various Primary Health Centres (PHCs) and Community Health Centres (CHCs). These camps extend better healthcare facilities to the remotest areas in Mahuva. Audiometry, squint surgery, cleft lip and palate surgery, pediatric orthopedic surgery and physiotherapy are performed free of charge at these camps for children with special needs.

Hanumant Hospital is enrolled in the Balsakha-2 scheme, through which we provided free treatment to 107 critical newborns in FY 2019-20. Under the Government of India's Ayushman Bharat scheme, we have provided cashless treatment to 432 beneficiaries in the reporting period. Hanumant Hospital is the only one in Bhavnagar district enrolled in the Mukhyamantri Amrutum Yojana under the urology cluster. A total of 1,157 patients have received cashless dialysis service as part of this scheme. Cumulatively, 3,700 beneficiaries have availed the benefits of cashless service.

Hanumant Hospital and the Vision Foundation, Mumbai, conducted free eye and pediatric checkup camps through mobile ophthalmic vans in 46 villages in and around Mahuva. Through these camps, 4,250 patients were screened, and around 127 free cataract surgeries were performed with intraocular lenses.

Hanumant Hospital directs three schemes, through which it has provided free treatment to 10,590 beneficiaries in FY 2019-20. Under the Arogya Fund Scheme, the hospital helps patients from economically backward classes, 435 of whom received assistance worth ₹6.20 lakh in the reporting year.

A survey of malnourished children in association with the Health Department of Bhavnagar was undertaken in the financial year. It assessed children in the age group of 0-5 years from 351 anganwadis to address the malnutrition problem in the district.

B. K. Parekh Parkinson's Disease and Movement Disorder Society

B. K. Parekh Parkinson's Disease and Movement Disorder Society works for the rehabilitation of Persons with Parkinson's (PwPs) improve their quality of life. The society has established ten centres in Gujarat and two in Pune. These conduct activities like speech, occupational and physical therapy, psychological services, nutrition and yoga, expert talks, festive celebrations and picnics.

We celebrated World Parkinson's Day 2019 across these centres, with more than 200 people attending the celebration in Ahmedabad. In addition, PwPs and physiotherapy students in Bhavnagar celebrated the day at an old-age home. The centres also found ways to keep members active and fit. A sports day hosted in December 2019 saw whole-hearted participation by PwPs.

At senior citizens' forums and associations, sessions on healthy living and aging were organised. In addition, the Mahuva and Pune centres launched a healthy aging programme. In Ahmedabad, PwPs, caregivers and volunteers conducted a rally and road show for raising awareness about Parkinson's. The society has been working closely with college students through volunteering initiatives. Educational trainings were also held for students in homeopathy and physiotherapy streams.



Education

Education empowers everyone and helps in a holistic development of an individual, thus developing our nation. We have aligned our initiatives with the SDGs:

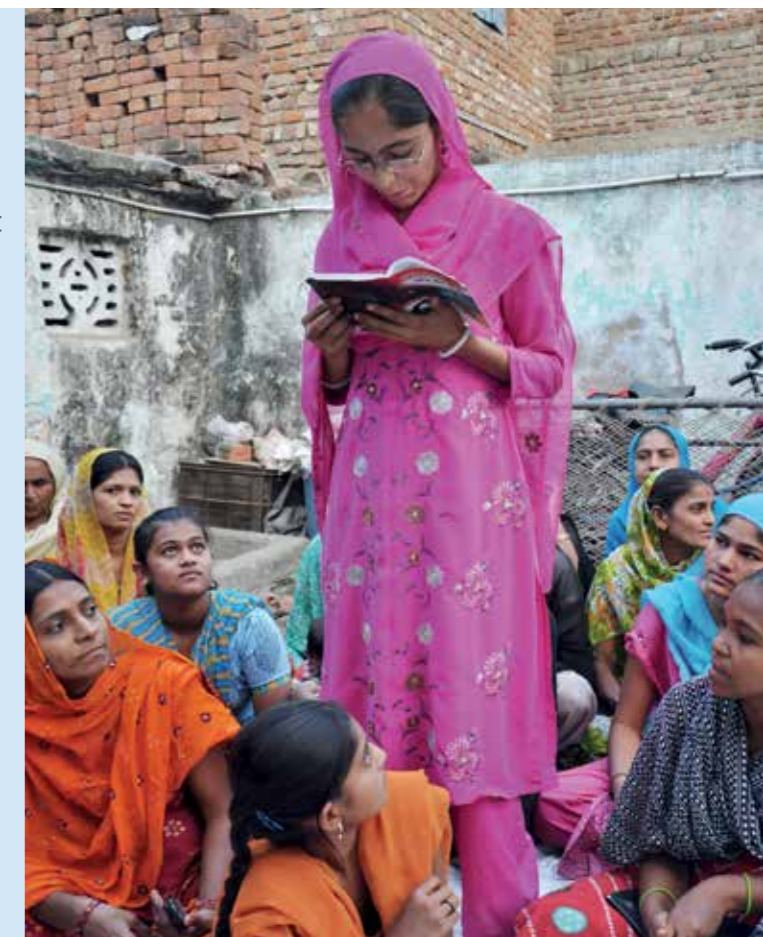




Table 28: Impact of Our Education Initiatives

Initiative	Unit	FY 2019-20
Project "WAGALE"	No. of students enrolled	More than 5,200
Self-Help Groups (SHGs)	No. of new members	More than 2,200
Carpentry, Plumbing, Electrician and Construction Technician Courses	No. of beneficiaries	13,000
Skill Training	No. of female beneficiaries	13,000

Education Initiatives

We continue to improve the basic learning abilities of children in rural areas through our concept of 'WAGALE' (Wanchan-Ganan-Lekhan), which is now operational in 153 schools. WAGALE supports students who are slow learners by providing them with training sessions consisting of practical methods, visual presentations and interaction with academically stronger students.

More than 5,200 children are enrolled in the programme. In FY 2019-20, we helped install 35 new learning softwares in primary schools. This amounted to an installation of a total of 335 softwares and distributed 245 LED TVs. Furthermore, 23 new programmes were installed in and 13 LED TVs were distributed to secondary schools.

The Honorable State Election Commissioner of Gujarat and Former Additional Chief Secretary (Agriculture), along with other IAS officers, inaugurated our newly constructed Triveni Kalyan Education Trust (TKET) hostel.

In FY 2019-20, we also supported the beautification of 97 schools, which have been painted by a special weatherproof paint made in line with the specification of the Government. We have introduced a pre-primary education centre, which works on developing the learning ability of children below the age of five. It focuses on the "doing and learning" system, using games, storytelling and songs as effective modes of learning. This project has been initiated in collaboration with 20 anganwadis.

We provide a platform to encourage children to develop their creative ability. As a part of this push, a drawing competition was held this year for more than 19,600 students from 140 schools. Shree N N Mehta Memorial Education Trust provided scholarships amounting to ₹41 lakh to 244 deserving students for higher education. Prizes amounting to ₹1.84 lakh were given to 126 students for sports and cultural activities.

Initiatives for Women

We helped in the formation and development of 190 new SHGs in Bhavnagar and Amreli. More than 2,200 additional women became members of these SHGs, bringing the total number of SHGs and women participants to 440 and 4,900, respectively. These SHGs serve as a platform for women to become financially independent, and provide access to a source of credit that can stimulate income generation and absorb various household financial needs.

To make these SHGs self-sustainable, institution creation was necessary. Hence, we helped create a cluster federation with 12 village organisations.

An ecosystem has been developed, in which basic SHGs, village organisations (VO) and federation work in harmony to create a positive force for self-development of each SHG member. In addition to this, the women were provided with different types of livelihood trainings, which helped them start ventures like khakhara production, honeybee farming, pickle-making, seaweed banana pseudo stem processing and bio-pesticide production. On the occasion of Women's Day, an event with participation of over 1,000 women was undertaken, with the Collector and DDO of Bhavnagar as chief guests.

Skill Initiatives

Received an appreciation letter from Hon. Chief Minister of Gujarat for contributing in enhancing and strengthening skill ecosystem in the state.

We have continued our association with Directorate General of Employment and Training (under the Ministry of Labour and Employment) and the Government of Gujarat for the sixth year, to strengthen the skill ecosystem in the state. In FY 2019-20, a total of 13,000 trainees from 185 ITIs benefited from carpentry, plumbing, electrician and construction courses.

Under the Government's Public-Private Partnership (PPP) scheme, we have been an industry partner in four ITIs for the past four years, where efforts are focused to strengthen training delivery, both in scale and quality. For FY 2019-20, we have been selected by the Government of Gujarat as an industry partner in five ITIs under the World Bank-funded project STRIVE (Skills Strengthening for Industrial Value Enhancement), which aims to integrate and enhance ITIs' delivery quality. We are offering support as an industry partner in the Gujarat World Skill Competition 2021 in cabinet-making joinery, and plumbing and heating trades. We mobilise and screen



In FY 2019-20, we undertook an assessment study to identify various enabling and hindering factors for effective implementation of the Mukhyamantri Apprenticeship Scheme. For this study, we undertook a sample survey of 3,000 apprentices and 200 establishments, along with secondary literature review. The narrative report with findings and suggestions was appreciated by the Government.

We have continued our collaboration with Kaushal Vardhan Kendras (KVKs), and continue to provide skill training in ten sectors through 75 courses. The major sectors are garment, beauty and wellness, agriculture, electrical, IT, life skills and soft skills. In FY 2019-20, more than 17,000 trainees, 13,000 of whom were women, have availed skill trainings. Since inception, more than 18 lakh trainees, including 10 lakh women, have benefitted from these KVKs.

Based on our past performance, we were assigned the role of third-party inspection agency for KVKs in FY 2019-20. 10 special KVKs have been started in Gujarat to cater to the needs of skill development of prison inmates. New initiatives have also been taken to start KVKs in State Armed Police campuses to benefit the families of police personnel by bringing them under the ambit of skill training.

On 19th September 2019, we received an appreciation letter from Hon. Chief Minister of Gujarat for our initiatives and performance as a knowledge partner and strengthening skill ecosystem in the state.



Khadi Initiative

As part of our collaboration with Khadi Gramodyog Sangh-Samanvay in Rajkot, 25 solar charkhas and 6 solar looms were provided to spinners and weavers. This has helped them in training and product development, thus leading to self-employment opportunities and livelihood promotion. Moreover, five other khadi udyog units received 25 solar charkhas and 5 solar looms each.

This initiative seeks to address the need for modernisation, value addition, weaving, spinning and dyeing, along with training and testing to make the khadi weaving process profitable for the community.

General Semantics

Our series of lectures and various other programmes on human sciences contribute to the following SDG:

This year witnessed the 10th anniversary of Balvant Parekh Centre for General Semantics and Other Human Sciences. The occasion was marked with year-round programmes like national seminars, symposiums, lectures and workshops, and a cultural event in March 2020.

The Balvant Parekh Distinguished Lecture on 'Fostering Humaneness: Some Reflections' was delivered by Dr. Sudhir Kakar, a noted psychoanalyst and author, in March 2020 in Baroda.

Under the ongoing Balvant Parekh Distinguished Lecture series, several lectures were conducted namely. These included 'Modern Hinduism in India' by Rajesh Kochhar, Honorary Professor, Panjab University, Chandigarh, in October 2019, 'The Role of Intellectuals in the Age of Conformity' by Ramin Jahanbegloo, Executive Director, Mahatma Gandhi Center for Peace Studies, and the Vice-Dean School of Law at Jindal Global University, Delhi, in November 2019. The institute hosted its 13th national workshop on 'General Semantics and Western Philosophical Thought: A Comparative Approach; conducted by various prominent speakers, in January – February 2020.

Key Performance Indicators Table



Annexure 1 - Key Performance Indicators Table

Indicators	Unit of measurement	Performance in FY 2019-20
Economics		
a. Production	MT	4,22,323
b. Sales	INR in crores	6,333
c. Revenue	INR in crores	6,484
d. R&D Expenses	INR in crores	71
e. CSR Expenses	INR in crores	26
Employee		
a. Attrition Rate	%	9
b. Total Employees	Nos.	6,063
c. Female Employees	Nos.	339
d. Injury Rate		0.02
e. Lost Day Rate		0.10
Environment Protection		
a. Energy Consumption	000' GJ	768
b. Energy Ratio	GJ/MT	1.82
c. Energy Generated from renewable energy sources (Fuel + Electricity)	% of total energy consumed	52
d. Renewable and less polluting fuel use (Biomass & PNG)	% of total fuel consumed	70
e. Scope 1 Emission	tCO ²	52,046
f. Scope 2 Emission	tCO ²	41,904
g. Greenhouse gas saved (Due to Wind Energy generation)	tCO ²	4,534
h. Greenhouse gas saved (Due to Solar energy generation)	tCO ²	1,467
i. Greenhouse gas saved (Through Energy Reduction Projects)	tCO ²	411
j. Water Withdrawal	000' KL	935
k. Water Ratio	KL/MT	2.22
l. Total rainwater harvested (reused by plant and for ground water discharge and through making Check dams & Ponds under CSR program)	KL	5,31,846
m. Water Balance (Difference between fresh water consumed and rainwater harvested)	KL	2,96,123
n. Effluent Discharged (Industrial & Domestic)	KL	4,26,220
o. Plastic Recycled (Non MLP)	MT	1,073
p. Plastic Recycled (MLP)	MT	700

Annexure 2 - GRI Content Index

GRI Standard	Disclosure	Reference section/ Page number	Omission
GRI 101: Foundation 2016 (GRI 101 does not include any disclosures)			
General Disclosures			
GRI 102 General Disclosures 2016	Organization Profile		
	102-1	Name of the organization	Page 3
	102-2	Activities, brands, products, and services	Page 5
	102-3	Location of headquarters	Page 5
	102-4	Location of operations	Page 5
	102-5	Ownership and legal form	Pidilite Annual Report FY 2019-20 Page (126, 170 and 171)
	102-6	Markets served	Page 5, 12
	102-7	Scale of the organization	Page 5, 59
	102-8	Information on employees and other workers	Page 42-46
	102-9	Supply chain	Page 28
	102-10	Significant changes to the organization and its supply chain	In FY 2019-20, there were no significant changes to company and our supply chain operations.
	102-11	Precautionary Principle or approach	Page 17
	102-12	External initiatives	Page 12, 17
	102-13	Membership of associations	Page 17
	Strategy		
102-14	Statement from senior decision-maker	Page 3	
102-15	Key impacts, risks, and opportunities	Page 17	
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	Page 1	
102-17	Mechanisms for advice and concerns about ethics	Page 18-19	
Governance			
102-18	Governance structure	Page 16-17	
Stakeholder Engagement			
102-40	List of stakeholder groups	Page 8	
102-41	Collective bargaining agreements	Page 42	

GRI Standard	Disclosure	Reference section/ Page number	Omission
	102-42	Identifying and selecting stakeholders	Page 7-8
	102-43	Approach to stakeholder engagement	Page 7-8
	102-44	Key topics and concerns raised	Page 8
Reporting Practice			
	102-45	Entities included in the consolidated financial statements	Page 5
	102-46	Defining report content and topic boundaries	Page 12
	102-47	List of material topics	Page 10-11
	102-48	Restatements of information	Page 26, 27, 28, 31, 33, 36 and 41
	102-49	Changes in reporting	Page 10
	102-50	Reporting period	Page 12
	102-51	Date of most recent report	Page 12
	102-52	Reporting cycle	Page 12
	102-53	Contact point for questions regarding the report	Page 12
	102-54	Claims of reporting in accordance with the GRI Standards	Page 12
Material Topics			
GRI 201: Economic Performance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 11, 20
	103-2	The management approach and its components	Page 20
	103-3	Evaluation of the management approach	Page 20
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Page 23
GRI 205: Anti-Corruption			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 10, 15
	103-2	The management approach and its components	Page 15
	103-3	Evaluation of the management approach	Page 15

GRI Standard	Disclosure	Reference section/ Page number	Omission
GRI 205: Anti-Corruption	205-1 Operations assessed for risks related to corruption	No significant risk related to corruption have been identified	
GRI 301: Materials			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 10, 29	
	103-2 The management approach and its components	Page 29	
	103-3 Evaluation of the management approach	Page 29	
GRI 301: 2018	301-1 Materials used by weight or volume	Page 37	
GRI 302: Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 29	
	103-2 The management approach and its components	Page 29	
	103-3 Evaluation of the management approach	Page 29	
GRI 302: Energy	302-1 Energy consumption within the organization	Page 31-33	
	302-3 Energy intensity	Page 30	
	302-4 Reduction of energy consumption	Page 31-34	
GRI 303: Water			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 10, 29	
	103-2 The management approach and its components	Page 29	
	103-3 Evaluation of the management approach	Page 29	
GRI 303: Water and Effluents	303-3 Water withdrawal	Page 34-35	
	303-4 Water discharge	Page 36	
	303-5 Water consumption	Page 34-36	
GRI 305: Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 10, 29	
	103-2 The management approach and its components	Page 29	
	103-3 Evaluation of the management approach	Page 29	

GRI Standard	Disclosure	Reference section/ Page number	Omission
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emission	Page 37	
	305-2 Indirect (Scope 2) GHG emissions	Page 37	
	305-4 GHG emissions intensity	Page 37	
	305-5 Reduction of GHG emissions	Page 32-33, 37-38	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other	Page 38	
GRI 306: Effluents and Waste			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 10, 29	
	103-2 The management approach and its components	Page 29	
	103-3 Evaluation of the management approach	Page 29	
GRI 306: Effluents and Waste	306-1 Water discharge by quality and destination	Page 36	
	306-2 Waste by type and disposal method	Page 38-39	
	306-3 Significant spills		Omitted
GRI 307: Environmental Compliance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 11, 29	
	103-2 The management approach and its components	Page 29	
	103-3 Evaluation of the management approach	Page 29	
GRI 307: Environmental Compliance			
	307-1 Non-compliance with environmental laws and regulation	Page 39	
GRI 401: Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	Page 11, 40	
	103-2 The management approach and its components	Page 40	
	103-3 Evaluation of the management approach	Page 40	







GRI Standard	Disclosure	Reference section/ Page number	Omission
GRI 401: Employment	401-1	New employee hires and employee turnover	Page 42-43
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employee	Page 44-45
	401-3	Parental leave	Page 45
GRI 403: Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 11, 40-41
	103-2	The management approach and its components	Page 40-41
	103-3	Evaluation of the management approach	Page 40-41
GRI 403: Occupational health and safety	403-8	Workers covered by an occupational health and safety	Page 41
	403-9	Work-related injuries	Page 41
GRI 404: Training and Education			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 11, 40
	103-2	The management approach and its components	Page 40
	103-3	Evaluation of the management approach	Page 40
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Page 44
	404-2	Programs for upgrading employee skills and transition assistance programs	Page 44-45
GRI 405: Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 11, 40
	103-2	The management approach and its components	Page 40
	103-3	Evaluation of the management approach	Page 40

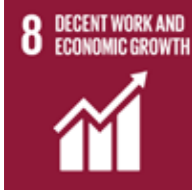

GRI Standard	Disclosure	Reference section/ Page number	Omission
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Page 42-43
	405-2	Ratio of basic salary and remuneration of women to men	Omitted
GRI 413: Local Communities			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 11, 40
	103-2	The management approach and its components	Page 40, 48
	103-3	Evaluation of the management approach	Page 40, 48
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	Page 48-57
	413-2	Operations with significant actual and potential negative impacts on local communities	Omitted
GRI 416: Customer Health and Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Page 11, 24
	103-2	The management approach and its components	Page 24
	103-3	Evaluation of the management approach	Page 24
GRI 416: Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and service	Page 25

Annexure 3 - NVG SEE Linkage

Sr. No.	Report Section	NVG-SEE linkage	Page No.
1	Vision and Values		01
2	Message from Chairman		03
3	Message from Managing Director		03
4	Business in Focus		05
5	Stakeholder Engagement	Principle 4, Principle 8	07
6	Materiality Assessment		09
7	Pidilite's Sustainability Strategy	Principle 2, Principle 6	13
8	Corporate Governance and Risk Management	Principle 7	15
9	Ethical Business and Transparency	Principle 1, Principle 5	18 - 19
10	Economic Performance	Principle 9	20 - 23
11	Process and Product Innovation	Principle 2	24 - 28
12	Environmental Management	Principle 6	29 - 39
13	Occupational health and safety	Principle 3	40 - 42
14	Employee Development and Diversity	Principle 3, Principle 5	42 - 46
15	Community Development	Principle 8	47 - 57

Annexure 4 – UN SDG linkage

UN Sustainable Development Goal	Report section	GRI Material aspect	GRI Indicator
 <p>1 NO POVERTY</p> <p>No poverty – End poverty in all its forms everywhere</p>	Community Development	GRI 413: Local Communities	413-1 413-2
 <p>2 ZERO HUNGER</p> <p>Zero hunger – End hunger, achieve food security and improved nutrition and promote sustainable agriculture</p>	Community Development	GRI 413: Local Communities	413-1 413-2
 <p>3 GOOD HEALTH AND WELL-BEING</p> <p>Good health and well-being – Ensure healthy lives and promote well-being for all at all ages</p>	Management of Hazardous Chemicals	GRI 301: Materials	301-1
	Occupational Health and Safety	GRI 403: Occupational health and safety	403-8 403-9 403-10
	Community Development	GRI 413: Local Communities	413-1 413-2
 <p>4 QUALITY EDUCATION</p> <p>Quality education – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	Employee Development & Diversity	GRI 404: Training and Education	404-1
	Community Development	GRI 413: Local Communities	413-1 413-2
 <p>5 GENDER EQUALITY</p> <p>Gender equality – Achieve gender equality and empower all women and girls</p>	Employee Development & Diversity	GRI 401: Employment	401-1 401-2 401-3
	Employee Development & Diversity	GRI 405: Diversity and Equal Opportunity	405-1 405-2
	Community Development	GRI 413: Local Communities	413-1 413-2
 <p>6 CLEAN WATER AND SANITATION</p> <p>Clean water and sanitation – Ensure availability and sustainable management of water and sanitation for all</p>	Environment Management	GRI 303: Water	303-3 303-4 303-5
	Community Development	GRI 413: Local Communities	413-1 413-2

UN Sustainable Development Goal	Report section	GRI Material aspect	GRI Indicator
 7 AFFORDABLE AND CLEAN ENERGY	Affordable and clean energy – Ensure access to affordable, reliable, sustainable and modern energy for all	Energy Management	GRI 302: Energy 302-1 302-3 302-4
 8 DECENT WORK AND ECONOMIC GROWTH	Decent work and economic growth – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for	Corporate Governance & Risk Management	GRI 102: Governance Strategy 102-18 102- 15
		Economic Performance	GRI 201: Economic Performance 201-1
		Community Development	GRI 413: Local Communities 413-1 413-2
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Industry, innovation and infrastructure – Build resilient infrastructure, promote sustainable industrialization and foster innovation	Process and Product Innovation	GRI 416: Customer Health and Safety 416-2
 10 REDUCED INEQUALITIES	Reduced inequalities – Reduce inequality within and among countries	Community Development	GRI 413: Local Communities 413-1 413-2
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Responsible production and consumption – Ensure sustainable consumption and production patterns	Community Development	GRI 413: Local Communities 413-1 413-2
 13 CLIMATE ACTION	Climate action – Take urgent actions to combat climate original design change and its impacts	Environment Management	GRI 305: Emissions 305-1 305-2 305-3 305-4 305-5 305-7
		Environment Management	GRI 306: Effluents and Waste 306-1 306-2 306-3
		Environment Management	GRI 307: Environmental Compliance 307-1

UN Sustainable Development Goal	Report section	GRI Material aspect	GRI Indicator
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ethical Business & Transparency	Peace, justice and strong institutions – Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	GRI 102: Ethics and Integrity GRI 205: Anti-Corruption 102-16 102-17 205-1 205-2
 17 PARTNERSHIPS FOR THE GOALS	Economic Performance	Partnerships for the goals – Strengthen the means of implementation and revitalize the global partnership for sustainable development	GRI 201: Economic Performance 201-1
	Community Development		GRI 413: Local Communities 413-1 413-2

Annexure 5 – Glossary

AHU	Air Handling Units
BOPP	Biaxially-oriented polypropylene
BKPPDMDS	BK Parekh Parkinson's Disease & Movement Disorder Society
BRR	Business Responsibility Reporting
BSE	Bombay Stock Exchange
CAGR	Compounded Annual Growth Rate
CEMS	Continuous Emission Monitoring System
CEO	Chief Executive Officers
CETP	Common Effluent Treatment Plant
CHC	Community Health Centres
CMR	Carcinogenic, mutagenic, reprotoxic
CPCB	Central Pollution Control Board
CSR	Corporate Social Responsibility
CWP	Collective Work Platforms
DCS	Distributed Control System
DM	De-mineralization Plant
DSIR	Department of Scientific and Industrial Research
EHS	Environment Health and Safety
EPA	Environment Protection Act
EPR	Extended Producer Responsibility
ERM	Enterprise Risk Management
ETP	Effluent treatment plants
EVG&D	Economic Value Generated and Distributed
FD	Forced draft
FE	Financial Express
FPOs	Farmer Producer Organizations
FV	Fevicol
FY	Financial Year
GHG	Green House Gas
GHS	Globally Harmonized System
GJ	Giga Joules
GRI	Global Reporting Initiative
HAH	Happy and Healthy Pidilite
HR	Human Resource
INR	Indian Rupee
IP	Intellectual Property
IPNM	Integrated Pest and Nutrient Management
ISO	International Organization for Standardization
IT	Information Technology
ITI	Industrial Training Institute
JAU	Junagadh Agriculture University
JV	Joint Ventures
KL	Kilo Liter
KvK	Kaushal Vardhan Kendra
LED	Light Emitting Diode
LMS	Learning Management System
MD	Managing Director
MET	Metallised
MLP	Multi-Layered Plastic

AHU	Air Handling Units
MoC	Materials of Construction
MT	Metric Tonnes
MW	Mega Watt
NGO	Non-Government Organization
NGT	National Green Tribunal
NOx	Oxides of Nitrogen
NPS	Net Promoter Score
NRC	Nomination and Remuneration Committee
NVG-SEE	National Voluntary Guidelines on Social, Environmental and Economic responsibilities of Business
OEM	Original Equipment Manufacturer
OHSAS	Occupational Health and Safety Assessment Series
OPD	Outpatient Department
PEC	Pidilite Executive Committee
PET	Polyethylene terephthalate
PHC	Primary Health Centres
PIL	Pidilite Industries Limited
PLC	Programmable Logic Controller
PNG	Piped Natural Gas
POLY	Polyethylene
PPP	Public-private partnership
PV	Photovoltaic
PVC	Poly-Vinyl Chloride
R&D	Research and Development
RDC	Regional Distribution Centre
REACH	Registration, Evaluation, Authorisation and Restriction of Chemicals
SCM	Supply Chain Management
SDG	Sustainable Development Goals
SEBI	Securities and Exchange Board of India
SES	Sustainable Engagement Survey
SHG	Self-Help Group
SKU	Stock Keeping Unit
SLP	Single layer plastic
SOx	Oxides of Sulphur
SPCB	State Pollution Control Board
STP	Sewage treatment plants
TKET	Triveni Kalyan Education Trust
TNA	Training need analysis
TPM	Total Particulate Matter
UAE	United Arab Emirates
UN	United Nations
USA	United States of America
VFD	Variable Frequency Drive
VOC	Volatile organic compounds
WAGALE	Wanchan-Ganan-Lekhan
YTM	Young Talent Management
ZED	Zero Effluent Discharged

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