



**JUBILANT**  
**INDUSTRIES**



**Sustainability** REPORT  
**2020-21**

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## Sustainability REPORT 2020-21



## STATEMENT FROM Chairman

Dear Stakeholders,

I am sharing with you the 11th Sustainability Report of Jubilant Industries Limited for the year gone by. This report as in early years is a proactive disclosure of the Company's performance covering Economic, Environment and Social Aspects. Once again, the Report conforms to the highest "In Accordance – Comprehensive" level of reporting prescribed in the GRI Standards of the Global Reporting Initiative (GRI).

Jubilant is committed to develop products that are safe, durable and have minimal environmental impact. Process Optimization of equipments in our Fertilizer and Polymer Plants and installation of IE3 motors in Fertilizer plant have reduced energy intensity and GHG emission by 1035 tCO<sub>2</sub>. Around 50% of total direct energy consumed in FY20-21 came from renewable fuel - Rice husk. Use of rice husk eliminated 3762 MT of coal consumption resulting into reduction of GHG emission by 6305 tCO<sub>2</sub>. Apart from this, Zero Effluent Discharge has been maintained at all plants.

At Jubilant, our foremost priority has been to ensure safety and health of employees and maintain business continuity. We continue to monitor the situation and are evolving strategies to continue operations, while observing all government directions and guidelines as well as ensuring safety and health of employees.



Company's efforts in its drive for sustainable growth has always been recognized in prestigious forums. Gajraula plant received Gold Award in India's Prestigious Grow Care Award in Chemical Sector for outstanding achievement in Environment Management in FY20-21.

Jubilant's sustainability framework showcases a strong emphasis on Corporate Social Responsibility

('CSR'). The organisation approach towards sustainability thrust on triple bottom line of Economic, Environmental and Social performance.

CSR activities at Jubilant are in line with the provisions of Section 135 read with Schedule VII to the Act. The CSR initiatives of the Company are implemented through Jubilant Bhatia Foundation, established in the year 2007, social development segment of Jubilant Bhatia Group.



The CSR interventions of the Company are also in sync with the United Nations Sustainable Development Goals (SDGs), also known as Global Goals. The CSR projects focus on working towards empowering the communities around the area of operations of the Company. The projects work on 4P model (Public-Private-People-Partnership). Jubilant facilitates towards implementation of the project and participation of community to bring out the optimal outcomes. The Company has a vision to bring progressive social change through strategic multi-stakeholder and bring about a 'social change' involving knowledge generation & sharing, experiential learning and entrepreneurial ecosystem" through Jubilant Bhartia Foundation (JBF).



During the FY20-21, Jubilant geared up to be with the people and community around its manufacturing locations amidst COVID-19 pandemic. Jubilant Bhartia Foundation strategized and re-structured its development initiative for the people in marginalized and remote areas, supporting them to continue their life during the pandemic. The projects were designed keeping in the safety and vulnerability of the community around the manufacturing locations. To reach out as a support during the vulnerable times, Company allocated its CSR funding towards

development project for the community around.

As we look forward to our next sustainability reporting, we will work to ensure that our sustainability focus has a direct link to our strategic priorities and the SDGs with relevance to our business. We present our performance and the challenges that lie ahead through this report and look forward to your ideas

and feedback that would help us improve our sustainability performance.

Priyavrat Bhartia  
Chairman  
18 June, 2021

## INTERNAL CONTROL SYSTEMS AND Risk Management

### Internal Financial Control Framework

Section 134(5)(e) of the Companies Act, 2013 requires a Company to lay down internal financial controls system (IFC) and to ensure that these are adequate and operating effectively. Internal financial controls, here, means the policy and procedure adopted by the Company for ensuring the orderly and efficient conduct of its business including adherence to Company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records and the timely preparation of reliable financial information.

The above requirement has the following elements:

- Orderly and efficient conduct of business
- Safeguarding of its assets
- Adherence to Company's policies
- Prevention and detection of frauds and errors
- Accuracy and completeness of the accounting records and timely preparation of reliable financial information

At Jubilant, the IFC systems are in place and incorporates all the five elements as mentioned above. In addition, the Company has a transparent framework for periodic evaluation of the internal financial controls in form of internal audit exercise carried out through the year and online controls self-assessment, thereby reinforcing the commitment to adopt best corporate governance practices. Policy and procedure adopted by Jubilant to adhere to IFC elements is given below:

### Orderly and efficient conduct of business

The Company has a well laid down organizational structure which defines the authority-responsibility relationship. The Company has a formal financial planning and budgeting system in place encompassing the short term as well as long term planning. In order to ensure that the decisions are made and action taken at an appropriate level, the





Board of Directors of the Company have formulated the Delegation of Authority which has been designed to ensure that there is judicious balance of authority and responsibility. The adherence to Delegation of Authority is part of the internal audit plan. To improve the controls in operations, we have established the concept of financial decision making through operational committees. The entire Purchase, Credit Control and Capital Expenditure decisions are taken jointly in committees. The key roles of these business committees are as under:

- Purchase Committee which ensures high quality purchases at economical cost and maintains reliability of supplies from reputed Suppliers
- Capex Committee which ensures cost reduction with proper negotiation and monitors time and cost overrun.
- Credit committees approve the credit limits at the beginning of the year and is empowered to make changes as and when required.

The Company also has the risk management framework in place which has been discussed under the heading "Our Vision on Risk Management".

Compliance with respect to various statutes, rules and regulations applicable to the Company is managed by Internal audit department. Status of compliance is governed through an intranet based application named 'Conformity'. Respective owners certify

the compliances on a pre-defined periodicity in Conformity portal and a compliance report is prepared through Conformity. The objective of the Conformity certification is to ensure that the compliances are effectively managed and controlled and that they support the Company's business objectives and corporate policy requirements.

#### Safeguarding of its assets

The Company has taken an Industrial All Risk policies and Fire policies for all of its plant, corporate office and warehouses to safeguard its assets and inventories. The Company also carries out periodic physical verifications.

#### Adherence to Company's policies

The Company has two tier policies and procedures viz Entity Level Controls and Process Level Controls. The entity level control includes a comprehensive code of conduct and code of ethics. We also have process level controls which cover a wide range of key operating financial and compliance related areas like Accounting, Order to cash, Procurement to payment, Inventory and Production etc.

Self-assessment certifications of controls are being done by the Control Owners through a verifiable and transparent signoff process and such certifications are reinforced by Activity and Location Owners, as they give in-principle approval to the self-assessment by



the Control Owners. Quarterly control certifications is obtained by using intranet based portal named "control manager" which is managed by the Internal Audit department. Result of Controls certification is prepared by Internal audit department which is presented to the audit committee by the CFO for exception review.

Controls certification is also being validated by the in-house team through review of the assertions certified by the Control Owners on sample basis regularly across business units, plants, branches and corporate office and validation results of Controls Manager certification are prepared and presented annually to the audit committee.



The above policies are periodically reviewed and refreshed in line with the change in business and regulatory requirements.

The Audit Committee, on a quarterly and annual basis, reviews the adequacy and effectiveness of the internal controls being exercised by various business and support functions.

### Prevention and detection of frauds and errors

In order to prevent and detect frauds and errors, perpetual internal audit activity is carried out by M/s Ernst and Young LLP. Action points and suggestions made by them are discussed in Sub Audit Committee meeting before presenting the same to the Audit Committee. Subsequently, follow-up audits are also carried out by in-house internal audit team to ensure implementation of the suggestions.

### Accuracy and completeness of the accounting records

The Company has a very well documented and Accounting Manual. The Accounting Manual contains detailed guidelines on all aspects of accounting applicable to the Company and has been prepared in line with all applicable accounting standards, guidance notes and expert opinions. This helps in ensuring that the accounts and finance team is well updated on the applicable accounting requirements.

### Our Vision on Risk Management

To establish and maintain enterprise wide risk management capabilities for active monitoring and mitigation of organizational risks on a continuous and sustainable basis.

### Risk Management Strategy

The Company has a strong risk management framework in place that enables regular and active monitoring of business activities for identification, assessment and mitigation of potential internal or external risks. The Company has in place a well-established processes and guidelines along with a strong reviewing and monitoring system at the Board and senior management levels.

Our senior management team sets the overall tone and risk culture through defined and communicated corporate values, clearly assigned risk responsibilities and appropriately delegated authority. We have laid down procedures to inform Board members about the risk assessment and risk minimization procedures. As an organization, we promote strong ethical values and high levels of integrity in all our activities, which by itself significantly mitigates risk.

### Risk Management Structure

Our risk management structure comprises the



Board of Directors and Audit Committee at the Apex level, supported by the Managing Director, Heads of Businesses, Functional Heads, and Unit Heads. As risk owners, the Heads are entrusted with the responsibility of identification and monitoring of risks. These are then discussed and deliberated at various review forums chaired by the Managing Director and actions are drawn upon. The Audit Committee, Managing Director, and CFO act as a governing body to monitor the effectiveness of the internal financial controls framework.



## Risk Mitigation Methodology

We have a comprehensive internal audit plan and a robust Enterprise Risk Management (ERM) exercise which helps to identify risks at an early stage and take appropriate steps to mitigate the same. We have completed five years of our certification process wherein, all concerned Control Owners certify the correctness of controls related to key operating, financial and compliance, every quarter. This has made our internal controls and processes stronger and also serves as the basis for compliance as per Regulation 17(8) of the Securities and Exchange Board of India (listing obligations and disclosure requirements) Regulations, 2015 (the 'Listing Regulations').

## Management's Assessment of Risk

The Company identifies and evaluates several risk factors and draw out appropriate mitigation plans associated with the same. Some of the key risks affecting its business are laid out below.

## Competition

The Company operates in a competitive business environment in each of its business segments. Climatic conditions have a pivotal role to play in Agri Products prospects. Uncertainty in monsoons and non-uniform distribution of rainfall has repercussions like sudden change in cropping pattern, pest attack, and changes in output prices of commodities. All these factors

highly impact the demand and supply balance of fertilizers.

The movement of bulk fertilizers requires timely availability of carriers and railway wagons (rakes) which at times get affected due to movement of other commodities at the same time. In addition, price movements in the international market for alternatives to SSP such as DAP and NPK complexes, poses risk in the form of consumer preference for these alternative products thereby impacting demand for SSP.

In Agri Products, the Company is focusing on expansion of new network and introduction of new products.

In Consumer Product business, low involvement of consumer and price sensitivity makes the Company dependent on channel and influencer for creating demand for its products. The Company has worked out strategies to expand distribution channel, build up product portfolio in high growth segments and strengthen brand usage among influencers with loyalty programs and various interactive marketing initiatives. The company will also embark on a Brand Affinity building drive with End Consumers to establish JivanJor as a strong player in the Adhesives category in their consideration set. This will, in sync with various influencer programs, help amplify brand usage across.

In Food Polymers and Latex business, the Company faces competition from international territories including China in terms of cost advantage enjoyed

by our competitors. Further for these export oriented businesses, we face competition from European competitors. With the industry overall not growing, it is leading to pricing pressures between the top 3 players in the industry in order to gain share amongst the existing available opportunity and when it comes to customers that are based in Europe, we continue to be at a logistical disadvantage compared to competition. Despite these challenges, the Company has worked on a strong customer and account management programs to secure long-term commitments from our customers, which has led to the profitable business outcome in FY 2020-21. Strong plans have also been put in place to continue replicating the success of FY 2020-21 & continue to grow in future years.

## Cost Competitiveness

The Company believes that its growth and market position is due to the quality that it stands for. Rising input prices amidst inflationary market conditions pose a risk to the Company's ability to remain price competitive and build profitability to drive future growth. Volatility in prices of raw materials such as Sulphur, Rock Phosphate, VAM, PVA, Celvolite, Catalysts, Butadiene and 2-Vinyl Pyridine etc. and any surge in logistics cost may have a significant impact on operating margins.

The Company continues to take initiatives to reduce costs by business excellence initiatives, alternate



suppliers. Wherever feasible, the Company is entering into long term contracts with volume and price commitments. Alternative supply sources are being identified to negate the adverse impact of short supply of raw materials and R&D initiatives being evaluated to develop cheaper / easily available alternatives. The focus is also on improving profitability by increasing supply chain and R&D effectiveness, thereby reducing manufacturing costs.

### Foreign Currency Fluctuations

Foreign currency exposures arising out of international revenues and significant import of key raw materials could adversely impact the profit margins of the Company. Depreciating rupee poses a risk of imports becoming dearer and raw materials more expensive. Further, volatility and uncertainty in Forex rates creates challenges in determining the right price of the product in the market.

The Company does not use any derivative financial instruments or other hedging techniques to cover the potential exposure as the net foreign currency exposure is not significant.

### Capacity Planning and Optimization

As a part of its growth strategy, the Company makes investments to expand capacity and service capabilities and focuses on debottlenecking the existing plants.

Debottlenecking/process improvements helped in generation of additional capacity with the available resources in Fertilizer plant. This is critical to achieve our business objectives of driving growth and maintaining market leadership. Non availability of sufficient capacity due to delayed commissioning, cost overruns and inability to deliver as per standards can significantly impact achievement of revenue targets, margins and expected return on investment (ROI). It can also result in customer dissatisfaction and adverse impact on reputation. Uncontrollable breakdowns and idle capacities contribute to inefficiencies in manufacturing process. Similarly, unutilized capacity for short periods due to power breakdown, unavailability of labor, transport strike etc. may impact the ability to meet customer demand and garner market share.

The Company has robust processes in place to continuously monitor planned capacities and utilization ratio, aligned with good manufacturing practices and stringent plant maintenance plan. The Company takes additional initiatives to commit to customer orders only after taking into consideration the key capital projects planned for execution. The Company's growth objectives are aligned with project team execution plan. It periodically embarks on debottlenecking and other initiatives to improve efficiencies and build additional capacities.

### Portfolio and mix: Product and Customer Concentration

A balanced portfolio in terms of customers, markets and products is critical for the Company to be able to execute business strategies and monitor the impact of decisions. Any change in customer's organization behavior, needs or expectations may adversely impact the competitive position and margins of the Company. A high customer concentration poses a risk of sudden fall in revenue and margins and share of business due to any change in consumers' needs and trends, preference for a competitor and /or liquidity crunch due to inability to collect dues from customers.

Agri Product, to meet emerging nutrient deficiency in crop produce which creates malnutrition condition, fertilizer industry in collaboration with Government of India makes continuous efforts to provide nutrient rich fertilizers to farmers. This helps farmers maintain crop yields and thus get higher returns. Jubilant also played its role in maintaining soil health and increasing crop yields by introducing more product under FCO – Boronated SSP (Granular), Zincated SSP (Powder), Zincated SSP (Granular), SSP fortified with Boron and Zinc (Super Formula - Granular).

Business is in process of launching Mono Zinc, Nutri mix 5% (State Grade) and Bio-Poshan

As a part of business planning and periodic review meetings, the Company strives to identify and explore new profitable markets for its products as well as new downstream opportunities in terms of applications and alternative uses of the products available in its portfolio.

Food Polymers and Latex business, an over-dependence on single product or few customers, may adversely impact the realization of long term business objectives in the event of any regulation limiting the end use application. We continue to address this issue by adding newer customers as well as applications to the portfolio. Efforts on the Food Polymers continue but the challenge remains with limited customer base and even in that a few holding by far the majority share. Failure to effectively / optimally utilize co-products as per strategy may result in inventory build-up, distress sale and forced losses.

As a part of business planning and periodic review meetings, the Company strives to identify and explore new profitable markets for its products as well as new downstream opportunities in terms of applications and alternative uses of the products available in its portfolio.

### Human Resources – Digital Experience

A Digital work life is a new way of working that brings with it the challenge of affecting this change



management across the organization covering employees and even trade partners.

The organization has a clear vision and the same is being communicated with conviction to all the stakeholders. The toll to create a positive impact and succeed at Jubilant will be availability of adequate information with the employees managing the internal and external customer experience. Adequate resources are being deployed to ensure our digital initiatives are user friendly, secure and cleared post UAT. Training is being provided to all the stakeholders on the features

of the digital interface to ensure a holistic ownership and commitment to this initiative.

### Human Resources-Acquire and Retain Professional Talent

Our talent management strategy is anchored on the postulate that synergic teams ensure long-term success.

While on one hand, we continually review and assess our talent requirements to be in line with the market



and competition, we are always open to external stimulus to bring onboard relevant talent from the market to further the velocity of our initiatives.

The Company has invested in talent planning, assessing and refining the most impactful parts of our hiring process by soliciting feedback from candidates and recent hires to better understand their experience and take the processes of recruitment, selection and onboarding to the next level.

Succession plans for critical roles are aggressively perused to address the inevitable impact on the business objectives in case of talent drain. Many internal movements have been executed which have yielded a positive impact for the organization.

Cross-functional teams at work ensure adequacy of empathy and sensitivity across business and function teams. The organization lays an overarching focus on utilizing the CFTs to mitigate live wire challenges across the board.

Our performance management system starting from target setting, cascade and then the performance assessment is adequately anchored across the financial targets for the organization. The assessment is data centric and differentiates “High Performance High Potential” employees. The sales incentive programs are also strongly aligned to the focus initiative for the

specific period which ensures an extremely high level of commitment of the teams to the action agenda.

The Company continues to hire new and specialized talent for scientific and technical roles also, further cemented through the engagement programs being the reward and recognition programs. Focused capability building through need based training programs are provided to identified employees at all levels.

The organization is adequately poised to have an aggressive business plan for the new year which is based on the adequacy of a holistic people strategy.

### Distribution Channel and Brand Recall

In Agri Products, for better brand recall and to impart product knowledge, it is important to engage with all stakeholders regularly through various activities. In Agri Products, various promotional activities are conducted at field level to generate awareness among the farming community/ channel partners etc. These activities include spot farmer meetings, shop/wall/trolley paintings, dealer and retailer meetings, farmer consultations/ visits, jeep campaigns, field demonstrations, kisan melas and field days. Crop and region specific POP material also aid in raising product awareness among the stakeholders.

In Wood Adhesives and Wood Finishes business, the Company competes nationally with both National and Regional players, with a strong network of Distributors and Dealers, which ensures availability of our products across the length and breadth of the country. As distributors and dealers play a significant role in driving consumer behavior, managing their loyalty, continuity and commitment is of paramount importance to succeed.

The Company has earmarked several brand building initiatives to carry-out tailored programs for specific markets to maximise return on investment (ROI). To widen its distribution network, it plans to expand its distribution footprint in unrepresented markets and dealer-segments. Also, processes are being streamlined to manage distributor inventory and its liquidation which would in return offer better returns to distributors and hence secure their long term loyalty and commitment.

In Consumer Products business, the Company has started interactive CRM program to effectively reach out to its various stakeholders.

### R & D Effectiveness

Innovation in terms of new products, new applications and new cost saving techniques of manufacturing



and building a robust product pipeline is critical to the success of the Company. Failure in innovation and inability to build a robust product pipeline, which can be commercialized in a timely manner, may adversely impact the Company's competitive position. Risk of developing products which do not meet the required quality parameters may also significantly impact the Company's reputation and result in loss of future business. It is equally critical for the business to innovate new applications to maintain its leadership position.

The Company has robust plans in place with earmarked budgets and investments in R & D aligned to the business plans. Business teams keep a constant check on new technological advancements and work with R & D to sponsor these specific projects. This is complemented by a dedicated R & D team which keeps itself abreast of the regulations, upcoming technology changes and leading practices.

### Compliance and Regulatory

We need to comply with a broad range of statutory compliances like obtaining approvals, licenses, registrations and permits for smooth working of our business, and failure to obtain or renew them in a timely manner may adversely impact the routine operations. For businesses like Latex and SPVA, compliance has become a critical factor due to ever increasing demand from key customers to obtain

international approvals and licenses. Failure to achieve regulatory approval of new products can mean that we do not recoup our R&D investment through the sale of final products. Any change in regulations or reassessment of safety and efficacy of products based on new scientific knowledge or other factors could result in the amendment or withdrawal of existing approvals to market our products, which in turn could result in revenue loss. This may occur even if regulators take action falling short of actual withdrawal. We have adopted measures to address these stricter regulations by increasing the efficiency of our R&D process, reducing the impact of extended testing and making our products available in time.

In Food Polymers business, plans have been implemented to comply with regulations that have come in force in the recent past, both in India and in relevant markets. Further, developments in the regulatory space are being continuously monitored.

### Environment Health and Safety (EHS)

In the current business climate of reputational threats and rising political backlash, corporates need to tread carefully to maintain public trust. Social acceptance and Corporate Social Responsibility (CSR) have become increasingly important over the last decade. Non-compliance with stringent emission standards for the manufacturing facilities and other environmental regulations may adversely affect the business.

Manufacturing of the Company's products involves hazardous chemicals, processes and by-products and is subject to stringent regulations. Proximity of plant locations to residential colonies amidst rapidly changing urbanization dynamics poses additional risk to its business.

The Company anticipates that environmental laws and regulations in the jurisdictions, where it operates, may become more restrictive and be enforced more strictly in future. It also anticipates that customer requirements as to the quality and safety of products will continue to increase. In anticipation of such requirements, the Company has incurred substantial expenditure and allocated other resources to proactively adopt and implement manufacturing processes to increase its adherence to environmental quality standards and enhance its industrial safety levels.

The challenges due to the Company's operations related to EHS aspects of the business, employees and society are mapped and mitigated through a series of systematic and disciplined sets of policies and procedures.

### Business Interruption

The Company's core manufacturing facility for a majority of its business is concentrated at Gajraula, India. Any disruption or stoppage of work at this facility, for any reasons, may adversely affect our



business. Besides, the presence of a majority of the workforce in the residential colony adjoining our plant premises ensures sustenance of plant operations under challenging circumstances.

Other external interruptions- Fertilizers being partly subsidized important Agri input; are under government regulations. Any changes in government policies need creation of awareness among dealers, retailers, and farmers etc. to ensure smooth implementation at ground level. Changes in the rainfall patterns also affect the business directly. The major change in fertilizer sector policy is that of DBT, Training of retailers/ farmers and information sharing with sales staff is crucial for smooth business functioning and to avoid any gaps.

Industrial Chemical- Sulphuric Acid is also facing stiff competition as the RM prices have up surged and the prices are highly volatile in nature. Hindustan Zinc Limited (HZL) produces Sulphuric Acid as a byproduct of their smelting activities. HZL makes most of the demand and supply dynamics and plays with market sentiments by sometimes supplying at rock bottom prices. This affects all the key manufacturers present in the market including us.

The administrative controls and volatility in market

impact cash flows and impose additional cost to business.

In Food Polymers business, adequate finished goods inventory is being maintained at stock points within the factory, as also close to the main markets/customers, to maintain supplies to key customers in the event of any stoppage of manufacturing operations. This inventory cover, however, would be for a limited period. The risk of impact on business in case of a prolonged stoppage / interruption of operations remain.

In Latex business, the manufacturing facility is at Samlaya, Vadodara, India. Any disruption or stoppage of work at this facility, for any reasons, may adversely affect our business.

Industrial All Risk insurance protection has been taken by Jubilant to ensure continuity in its earning capacity.

### Impact of Black Swan Events like COVID-19

During the last quarter of FY 2020, the entire world has been adversely affected by COVID-19. Besides the staggering humanitarian crisis across nations including India, the pandemic has had a significant impact on the economy and businesses– it is a disruptor affecting the supply, demand, and logistics front. Logistical

challenges due to COVID-19 have made supply chain vulnerable. Significant reduction in availability of airlines and cargo space has increased the delivery lead time and also the freight cost.

The current worldwide spread of COVID-19 is expected to result in a global slowdown of economic activity, which could impact demand for a wide variety of products and services, including from our customers, while also disrupting supply channels, for an unknown period until the disease is contained.

Jubilant Industries Limited, has also suffered the impact. Events of this nature have the potential to completely disrupt entire business management processes. Our foremost priority has been to ensure safety and health of employees and maintain business continuity. We continue to monitor the situation and are evolving strategies to continue operations, while observing all government directions and guidelines as well as ensuring safety and health of employees. Some factors from the COVID-19 pandemic could delay or otherwise adversely affect any of our activities and, depending on the duration of the outbreak, the initiation of any future activities, as well as our business generally and may adversely affect our financial condition, results of operations and profitability.



## ORGANIZATIONAL Profile

Jubilant Industries Limited is the flagship Company of the Jubilant Bhartia group. Jubilant Industries Limited is a public limited company with listing on BSE Limited and National Stock Exchange of India Limited (NSE). It's wholly owned subsidiary Jubilant Agri and Consumer Products Limited is a well-diversified company with product portfolio that includes Crop Nutrition & Crop Growth Products; Consumer products like Adhesives, Wood Finishes; Food Polymers; Latex such as Vinyl Pyridine, SBR and NBR latex. The Company's success so far in this business is an outcome of its strategic vision to attain leadership position in each of its business. Driven by a culture of innovation the company focuses on delivering world class products and services to its customers. The Company operates in both Business to Business (B2B) and Business to Customer (B2C) segment.

There has been no significant change in the business structure of the Company in the reporting period.

The Company has membership in following Organisations;

- Fertilizer Association of India (FAI)
- International Chewing Gum Association
- All India Rubber Industries Association
- Elastomer Technology Development Society (ETDS)
- Indian Chemical Society
- American Chemical Society
- Polymer Processing Academy (PPA)

The Company reported consolidated Revenue from operations of Rs. 6214.83 Million, EBITDA of Rs.540.11

Million & Net Profit of Rs. -92.97 Million in FY 2020 21. The Basic EPS for FY 2020-21 was Rs. -6.19 Our Agri Products business reported revenue of Rs. 2838.53 Million and Performance Polymer business reported revenue of Rs. 3376.30 Million.

The total capitalization broken down in terms of debt and equity is Rs. 889.12 Million and Rs. 850.35 Million respectively

As on 31st March 2021, total number of 650 employees were employed by the Company.



**JUBILANT  
BHARTIA**  
*Caring, Sharing, Growing*



**JUBILANT  
INDUSTRIES**



### Corporate Office and Registered Office:

The Company's Corporate Office is located at pristine building at following address;

**Address:** Plot No. 1A, Sector 16A, Institutional Area, Noida - 201 301, Uttar Pradesh, India

Tel: +91-120-7186000,

Fax: +91-120-7186176/6140

**Registered Office:** Bhartiagram, Gajraula, District Amroha- 244 223, Uttar Pradesh,

Tel: +91-5924-252351-60;

Website: [www.jubilantindustries.com](http://www.jubilantindustries.com)

### Manufacturing Sites

Jubilant Industries Limited has geographically diversified manufacturing sites situated across India.

It has 5 Manufacturing locations in India: Gajraula, Kapasan, Nira, Samlaya and Sahibabad. The company boasts off a highly competitive product lines based on quality, customer service, product performance, price and product innovations.

### R&D

Jubilant's technical expertise and experience enables maximisation of efficiencies and profitability. Our state of art R&D is based in Noida, where our R&D team with qualified scientists works constantly on developing customised solutions for diverse end applications.

The Company's success so far in this business is an outcome of its strategic vision to attain leadership position in each of its businesses. Driven by a culture of innovation, the Company focuses on delivering world class products and services to its customers.

### Manufacturing Sites

Uttar Pradesh Bhartiagram Gajraula  
Distt. Amroha – 244223, Uttar Pradesh, India

C 2 & 3, Site IV, Sahibabad industrial area  
Sahibabad, Distt Ghaziabad – 201010  
Uttar Pradesh, India

### Gujarat

Block 133, Village Samlaya, Taluka Savli,  
Distt. Vadodara - 391520 Gujarat, India

### Maharashtra

Village Nimbut, Rly. Stn. Nira  
Distt. Pune - 412102 Maharashtra, India

### Rajasthan

Village Singhpur, Tehsil -Kapasana  
Distt. Chittorgarh, Rajasthan, India





### Leadership Position:

The Company has achieved global leadership in its various product brands based on our internal assessment.

**Food Polymers** No.1 in India and amongst the top 3 for PVAc for chewing gum base globally

**Latex Products** No.1 in India and amongst the top 2 players globally for Vinyl Pyridine Latex for automobile tires and conveyor belt

**Agri Product** A well-recognised brand in the country, a leader in state of Uttar Pradesh for Single Super Phosphate fertilizer and a significant Agro nutrient player.

**Consumer Products** Consumer brand “Jivanjor” is the 2nd largest brand in India in consumer adhesives and “Charmwood” is a significant player in the Indian wood finishes market

Jubilant Industries Limited has following subsidiary and business divisions;

- Jubilant Agri and Consumer Products Limited (JACPL)
  1. Food Polymers Division
  2. Latex Division
  3. Agri Products Division
  4. Consumer Products Division

- Indian Made Foreign Liquor (IMFL) Bottling Plant
- The products are grouped under various categories based on their applications;

### Food Polymers



Jubilant is one of the three major global suppliers of Poly Vinyl Acetate (PVAc). PVAc is the major raw material for making gum base for Chewing Gum and bubble gum. The products are available under the brand name of Vamipol. The product is manufactured at a modern “state of the art” manufacturing facility at Gajraula (UP). All grades of PVAc have been developed by extensive in-house R&D efforts and technology improvements and conform to international standards and food Grade quality. All grades of the product comply with the

Food Chemical Codex XII, US FDA Regulations – 21 CFR 172 615 and British Retail Consortium (BRC) – Issue 6.

The products as well as the manufacturing facilities are accredited with ISO 9001, ISO 14001 and ISO 45001 certifications. Jubilant’s product and the manufacturing facility are Kosher & Halal certified. Jubilant boasts of a customer profile which includes the market leaders worldwide in the chewing gum industry. Jubilant is now expanding its portfolio of products in order to have a wider offering of food grade chemicals. PVAc by Jubilant is sold under the brand trade name of VAMIPOL. Polyvinyl Acetate (PVAc) is also used by Pharma Companies in various Drug Formulations for Extended Release (ER) / Sustained Release (SR) properties in medicines.

Jubilant is a global supplier of Ester Gum. Ester Gum is one of the major raw materials for making gum base for Chewing Gum and bubble gum. The products are available under the brand name of JubiGum. The product is manufactured at a modern “state of the art” manufacturing facility at Gajraula (UP). All grades of Ester gum have been developed by extensive in-house R&D efforts and technology improvements and conform to international standards and food Grade quality. All grades of the product comply with the US FDA Regulations – 21 CFR 172 615

Latex:



2. Encord SBR Latex: Used for dipping of tyre cord fabric, belting fabric & Chafer in blend with VP Latex
3. Encord NBR Latex: Used in manufacture of Automotive Gasket Jointings

Agri Products



Jubilant offers a basket of Crop Nutrition and Crop Growth Regulator products category under the brand "Ramban", which is a widely accepted brand in the market. We are one of the leading manufacturers of Single Super Phosphate (SSP) in India which is also one of the largest selling products under the Ramban Umbrella.

Product Category

a) Crop Nutrition

Fertilizer and its related products are inseparable inputs of agriculture in India. They support agricultural production by increasing crop yield through root and shoot development whilst providing soil conditioning and resistance against crop diseases.



Major products in the portfolio include RAMBAN SSP (PSSP, GSSP & B-GSSP, ZGSSP, ZPSSP & Fortified SSP WITH Zinc and Boron), Organic Granular Fertilizers- RAMBAN SHAKTI ZYME, FASAL GRO & RAMBAN NUTRA MIX and SULPHA GOLD (Sulphur 90% DP).

Nutra-Mix 6% and Vigor (Sulphur 90% Powder)- was launched in Financial year FY'20-21. These products

We are established as Number 1 in India and globally amongst the top 2 for manufacturing VP Latex used in dipping of Tyre Cord fabric, Belting fabric and Chafer. The products are available under the brand name of Encord. Our manufacturing facility is located at Samlaya, 35 kilometres from Vadodara City, Gujarat State, India. The facility is accredited with ISO 9001, 14001 & ISO 45001.

We are also registered under REACH (EU and Korea). Encord is available in three varieties and it is used for as follows:

1. Encord VP Latex: Used for dipping of tyre cord fabric, belting fabric & Chafer

are Listed in FCO/State grades and has been included in our Product basket to address increasing Micro-Nutrient and Sulphur deficiency in soil



**Nutra-Mix 6 % (Micro-nutrient Mixture)** -It is a Uttar Pradesh state certified grade of Micro-Nutrient Mixture which is having 6% Zinc, iron-3%, Manganese-1.5%, Copper-0.5% .It is mostly used in Potato , Sugarcane & Paddy in top-dressing .It is important to provide immunity to plant and plays vital role in synthesis of enzyme, protein and chlorophyll .

**Vigour –Wg: Vigour –WG** is Sulphur 90 % Powder which is manufactured using water dispersible granule technique. It is 90 % -Powder having size less than 3-4 Micron. It is emerging as most demanded form of Sulphur as it 100 % soluble in water, slow

releasing easily available to plants and required in low dosage 3 Kg/Acre

Our In-house products- Organic Granular Fertilizers (Ramban Shakti Zyme), when applied along with any complex fertilizer improve the overall health of the crop in both vegetative & reproductive phases. In addition to crop health, these products also provide for soil health. The products are composed organically and serve as nutrients for farms, with no adverse impact on soil or plants. They not only add additional organic carbon to the soil but also serves as a medium to improve microbial population. Our product Sulpha Gold (Sulphur 90% DP) provides the key nutrient to the sulphur deficient soils of northern belt. The sulphur content in the soils has reduced due to increased use of high analysis fertilisers like DAP & MAP.

#### b) Crop Growth Regulator

Plant growth regulators (PGRs) are organic compounds, other than nutrients, that modify plant physiological processes. The chemicals act inside plant cells to stimulate or inhibit specific enzymes or enzyme systems and help regulate plant metabolism. They primarily help to improve the strength and resistance of crops and curtail the unwanted vegetative growth, saving time and thus increasing the yield.



Our product in this category is VAM-C. (Chlormequat Chloride 50%SL) Jubilant crop growth regulator- VAM-C is being used by the farmers to ensure the right growth of plant by balancing different crop life cycle stage. In the recent years, VAM-C has shown promising results in crops like Pigeon pea, Gram, Soybean etc, in the geography of Maharashtra & M.P.

#### c) Industrial Chemicals

Industrial Chemical offered by Jubilant is Sulphuric Acid (H<sub>2</sub>SO<sub>4</sub> 98.4%) which is a strong mineral acid. It is a basic raw material used in a wide range of industrial process and manufacturing operations. It has a wide application in Fertilizers, Detergents, Paints, Iron/ Steel Pickling, Alum, Dyes, Pharmaceuticals, Sugar/ Vegetable oil Refining industry.



## Consumer Products

The consumer products division, with a wide spread of network of distributors and retailers all over India, represents the following business under the brand name of "Jivanjor", "Charmwood" & Ultra Italia

The industry it caters to is as follows:

- (i) Woodworking Adhesives
- (ii) Wood Finishes
- (iii) Wood Preservatives

In each of these categories there is a range of products for specific applications to suit customers' requirements. The raw materials, the chemical composition and the production processes are meticulously selected, configured and integrated to ensure that the products perform well in domestic conditions and meet the demand of overseas markets.

These products are manufactured in the state of the art manufacturing unit under stringent quality protocols.

### (i) Woodworking Adhesives

Jubilant Industries Limited, manufactures and markets wood working adhesives using its superior technology and state of the art manufacturing



facility. The adhesives are designed to work for multiple sub-states and environments.

It caters to the market of both water based and solvent based adhesives which are required for different applications. The range of wood working adhesives made by Jubilant Agri and Consumer Products Ltd is used in applications like joining wood to wood, ply to wood, veneer to wood, decorative laminate to wood, PVC to wood and laminate to particle boards. It also makes specialty adhesives which is used for applications where Foam is used as one substrate and other sub-state could be wood, Veneer, Ply, leather, Cloth etc., widely used for making furniture and upholstery of vehicles. Jubilant also provides specialized adhesives for water resistance, heat resistance, bubble free lamination, vertical and

nail free lamination. The offerings are made through the following brands

- Jivanjor Lamino – Bubble Free Lamination
- Jivanjor Aquabond – Heat & Water Resistance
- Jivanjor Lamino Nxt – Laminate to Laminate
- Jivanjor All Rounder – General Purpose

Two key strategic Brand Initiatives were rolled out in FY 21; and are in the process of being executed in the market



## 1. New Visual Identity System for JivanJor

JivanJor range of Premium Adhesives have been preferred by our Distributors, Dealers, Contractors, Carpenters and End users for almost 2 decades as they offer an unmatched High quality and Superior Bond Strength to enhance the durability of Furnitures and fixtures. The range, with different products for different needs, have stood the test of time and formed a strong JOD with all stakeholders – a JOD which is getting stronger with time. The new Visual Identity brings to life this strong JOD JivanJor has with all our Distributors, Dealers, Contractors, Carpenters and End Users; while representing the lifelong strength JivanJor imparts to the furniture and Fixtures it is used for. The New VIS also maintains and builds upon the strong color association each of JivanJor products have; as it has been adapted to the entire WWA range. We are sure that this new VIS will further strengthen JivanJor's position as a strong Adhesive brand with an unmatched Jod

## 2. New JivanJor Brand Positioning

We also worked to develop the new brand positioning of JivanJor and the promise the brand makes to all the stakeholders and end consumers. We live in completely uncertain times, where, nothing



is guaranteed. If we say in colloquial parlance – Kuch bhi Pakka Nahi hai. In this uncertain world where nothing is Pakka, JivanJor range of Premium Adhesives – with Unmatched high quality products and superior bond strength assures all stakeholders of high quality, long lasting Pakka Adhesion for their beloved furniture and fixtures. Simply put, Life mein Aur Kuch Pakka Ho na Ho, JivanJor Premium Adhesives se bana aapka furniture saalon tak mazbooti se chalta rahega, Yeh Pakka Hai. This new

Brand Positioning is a Pakka promise of Trust, of Assurance, and of unmatched Products and Service to our entire set of stakeholders. We are sure this positioning will strengthen JivanJor's position as a Strong Adhesive brand all across.

The new VIS and its adaptation to the JivanJor range of products is as follows

### Wood Finishes

Jubilant offers complete wood finishes system, stains and ancillaries for decoration & protection of wooden furniture. The Brand for Wood Finishes is:

### Charmwood & Ultra Italia

The wood finishes system includes Polyurethane finish, Melamine Non Yellowing finish, Melamine finish, Nitrocellulose finish & PU Alkyd finish. These systems offer exceptional fast drying properties, tough coatings and superior resistance. Jubilant also offers a wide range of stains that can be mixed to generate unique colours to suit every desire.

Jubilant offers ancillaries like sealers & thinners required for the purpose of successful application. The finishes systems are supported by our motivated technical team which provides intense technical training.

The range of Charmwood Wood finishes are listed below:

- Melamine
- NC (Nitrocellulose)
- PU Alkyd Finish – Woody
- Stains
- Thinners

The range of Ultra Italia PU is listed below

- PU Clear Glossy
- PU Clear Matt
- PU White Glossy
- PU White Matt
- PU Clear Sealer
- PU White Sealer
- PU Thinner for Matt & Sealer
- PU Thinner for Glossy



### Distribution Network

Consumer Products Division has India wide distribution channel with offices located in main business markets.

#### Head Office

Plot No 15 Knowledge Park – 2,  
Greater Noida Uttar Pradesh

#### North – Gurgaon

Unit No. 2, 2nd Floor, Orchid Centre Sector 53,  
Golf Course Road, Gurugram – 122002



#### South - Chennai

C/o Doxa Business Centre 16/19, Cenotaph Road,  
Teynampet Chennai – 600018

#### East - Kolkata

Unit No 3C, 3rd Floor Shivangan Building 53/1/2  
Hazra Road, Kolkata – 19 West Bengal

#### West - Mumbai

C/o Jubilant Enpro P Ltd 1ST Floor,  
Transocean House Lake Boulevard,  
Hiranandani Business Park  
Mumbai – 400076

### Indian Made Foreign Liquor (IMFL) Bottling Plant

Jubilant Industries Limited has bottling operations for established liquor brands. The Company has been manufacturing IMFL products for the various established brands in India, engaged in liquor business. Currently the plant is not in operation at Nira.

AWARDS AND

## Recognitions



JACPL Gajraula plant has received GOLD AWARD in India's Prestigious Grow Care Environment Award 2020 in Chemical Sector for outstanding achievement in Environment Management

## ETHICS AND Integrity

The Jubilant Industries Limited is guided by the Vision, Values and Promise of Jubilant Bhartia Group and these have been embraced by all the businesses and functions of the Company

### OUR VISION

- To acquire and maintain global leadership position in chosen areas of businesses
- To continuously create new opportunities for growth in our strategic businesses
- To be among the top 10 most admired companies to work for
- To continuously achieve a return on invested capital of at least 10 points higher than the cost of capital

### OUR PROMISE

*Caring, Sharing, Growing*

*We will, with utmost care for the environment and society, continue to enhance value for our customers by providing innovative products and economically efficient solutions; and for our stakeholders through growth, cost effectiveness and wise investment of resources*

The Company's journey is led by its core values to deliver its promise of Caring, Sharing, and Growing



## Our Vision is driven by Our Values



<p>We will carefully select, train and develop our people to be creative and empower them to take decisions, so that they respond to all stakeholders with <b>agility, confidence and teamwork.</b></p>	<p>We stretch ourselves to be <b>cost effective</b> and efficient in all aspects of our operations and focus on <b>flawless delivery</b> to create and provide the best value to our stakeholders.</p>
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<p>By sharing our knowledge and learning from each other and from the markets we serve, we will continue to surprise our stakeholders with <b>innovative</b> solutions.</p>	<p>With utmost care for the <b>environment and safety</b>, we will always strive to excel in the quality of our processes, our products and our services.</p>
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The Company has internally developed and adopted Codes and Policies for Good Governance, these include;

- Code of Conduct for directors and Senior Executives
- Whistle Blower Policy
- Sustainability mission
- Environment, Health and Safety Policy
- Climate Change mitigation Policy
- Green Supply Chain Policy
- Quality Policy
- Code for Prevention of Insider Trading
- Hiv/Aids Policy
- Prevention of Sexual Harassment at Workplace

The Company has established a Corporate Ombudsman office for sustaining high standards of Corporate Governance and ethical practices. It addresses stakeholders concerns, resolve issues efficiently and supports business adherence to the Company's values, ideals and policies including discrimination and grievances of stakeholders covering employees, shareholders, customers, business partners and communities including those for Environmental, Labour Practices, Human Rights, Societal Impacts and anti-corruption. We have a practice to periodically check with the Ombudsman's office on cases or issues registered with them & initiate suitable action, as required. Chief- Strategic & Public Affairs, is the Corporate Ombudsman for Jubilant Bhartia Group. The office of Corporate Ombudsman can be reached by sending an email to 'ombudsman@jubl.com



**CLIMATE CHANGE MITIGATION POLICY**

Jubilant Agri and Consumer Products Limited believes in Sustainable Development and recognizes the risk of Climate change. The Company is committed to reduce carbon emissions and aims to:

- Create awareness among employees, their families, customers and community around the plants on climate change issues
- Implement energy conservation measures
- Reduce Greenhouse Gas emissions through process optimization and pollution prevention
- Use advanced information technology to reduce travel related emission
- Raise greenery & plantation in the plant and its vicinity

We shall endeavor to mitigate Climate Change by these initiatives.

December 01, 2018

*Priyavrat Bhartia*  
Priyavrat Bhartia  
Director



**SUSTAINABILITY MISSION**

Jubilant Agri and Consumer Products Limited strives for Sustainability through good Corporate Governance practices.

The Company will support Sustainability to meet Environmental, Economic and Social needs without compromising the progress and success of future generations.

December 01, 2018

*Priyavrat Bhartia*  
Priyavrat Bhartia  
Director



**GREEN SUPPLY CHAIN POLICY**

At Jubilant Agri and Consumer Products Limited, we are committed to strive for enhancing Greening of Supply Chain in collaboration with our Partners in Progress for long term Sustainability and we will work the partners to:

- Protect the environment by creating awareness to reduce, reuse and recycle resources
- Educate Partners to say no to child labour and reduce Greenhouse Gas emission
- Adhere to Environment, Health & Safety compliance

December 01, 2018

*Manu Ahuja*  
Manu Ahuja  
CEO & Whole Time Director

**ENVIRONMENT, HEALTH AND SAFETY POLICY**

Jubilant Agri and Consumer Products Limited operations include manufacturing Agri, Polymer and Consumer products. The Company is committed to:

- Preventing pollution from supporting Environmental Protection along with observing high standards of Occupational Health & Safety (OHS)
- Compliance with Environment, Health & Safety regulatory standards and
- Continual improvement of Environment, Health & Safety Management System

We shall establish the Environment, Health & Safety Management System and strive to:

- Identify, eliminate, minimize and control Environmental, Health & Safety hazards
- Ensure safe & healthy work environment
- Optimize resource utilization; reduce waste & emissions and work towards Climate Change Mitigation
- Promote Environment, Health & Safety awareness among employees, contractors, suppliers and community around the operations
- Monitor, review and enhance the Environment, Health & Safety performance
- Communicate Environment, Health & Safety performance to internal and external stakeholders

The policy will be implemented, monitored and is in public domain.

December 01, 2018

*Manu Ahuja*  
Manu Ahuja  
CEO & Whole Time Director



## REPORT PROFILE AND

# Reporting Principles

The Corporate Sustainability Report for Jubilant Industries Limited covers the performance period from April 1, 2020 to March 31, 2021 and the time period is considered similar for data collation convenience to other statutory reporting such as Annual Report and Environmental Statement.

The last Corporate Sustainability Report was prepared for the performance period from April 1, 2019 to March 31, 2020 and was Self-Assured by Independent Internal team and was Self-declared as per GRI Standards and released in Annual General Meeting held on 30th September, 2020.

This report will be published on annual basis along with the Annual Report of the Company. The Sustainability performance topic specific standards of new GRI Standards are included in the report as per the materiality reporting principle of GRI. The other requirements of these guidelines have also been followed. Jubilant Bhartia Group has strong foundation of Sustainability Reporting. In this report, the efforts are made to adequately address the change in business as well as the challenges and opportunities along with the Economic, Environment



and Social performance of the Company. GRI Standards have been referred for 'Applying the Report Content Principles' in preparing the report.

The report covers all the five manufacturing sites i.e. Gajraula & Sahibabad in Uttar Pradesh, Kapasan in Rajasthan, Samlaya in Gujarat and Nira in Maharashtra for the performance. Jubilant Agri and Consumer Products Limited is a subsidiary Company of Jubilant Industries Limited and their material issues are considered in the report. The report includes all major activities which have significant impact on

sustainability. The performance for the report does not consider the R&D activities and Corporate Office performance for Sustainability. Also, the aspects for the Jubilant Industries Limited distribution channels, marketing offices, warehouses, out of office business meetings, out of country business supporting offices have not been considered. Labour Practices and Human Rights Performance for Corporate Office have been considered in the Report. The data measurement techniques adopted for reporting are based on its practicability.



The Material Aspects have been identified and accordingly reported for within the organisation. The materiality assessment does not cover any entities across the Value Chain outside the Company other than Sustainability Aspect performance identified in Suppliers Assessment. Measures have been taken for improving the system including strengthening the training and awareness on Sustainability Aspects. Approach of Management Information System (MIS) in form of EHS monthly reporting and updates from manufacturing locations is send to Corporate Office. If any deviation / clarification is needed, the same is reviewed with plant representatives and resolved.

**External Assurance:**

This report is internally verified to be 'In Accordance'- Comprehensive Level of Reporting as per GRI Standards and no External Assurance has been taken.

**Application Level – Self Declaration**

Self-Declared	Report Data Verification carried out internally by Senior Team Report is as per GRI Standards 'In Accordance'- Comprehensive level of reporting
Third Party Checked	
GRI Checked	



Content Index for the report details is covered in pages no 68 to 84.

All resources consumed are based on actual measurement. There are no re-statements of information in the report. Previous years' figures have been re-grouped / re-arranged wherever found necessary to conform to this year's (FY 2020-21) classification.

The contact person for any questions / clarification / feedback related to this report is;

**Ajit Singh**  
Head - EHS

Address: Jubilant Industries Limited,  
Plot No. 15, Institutional Area, Knowledge Park -2,  
Greater Noida – 201306, Uttar Pradesh, India

Email: jil\_sustainability@jubl.com

**REPORTING SCOPE AND BOUNDARY FOR MATERIAL ASPECTS**

A multi-dimensional process to capture material sustainability issues has been followed for this report. The Company recognises that there is a way to align Company's reporting process and continue to improve for integrity and accountability. Analysis

of these issues is an important input to Company's business strategy and risk management framework.

The report is structured in seven major focus areas which are the essential elements of sustainability related to the Company's business. However, other required details are also covered. The focus areas are:

- Internal Controls System and Risk Management
- Economic Performance
- Climate Change & Caring for the Environment
- Occupational Health and Safety
- Labour Practices and Human Rights
- Product Responsibility
- Community Engagement and Corporate Social Responsibility

The Company continues to seek to improve its Sustainability Reporting, moving beyond compliance for Sustainability and believe to inform Company's strategy and long term integration of economic development, environmental quality and improve social performance.



## STAKEHOLDER

# Engagement

Stakeholder engagement is carried out in line with the inclusivity principles to identify their concern issues.

S. No.	Stakeholders	Mode of Engagement	Period of Engagement / Frequency	Issues identified / Feedback received / Action taken
1	Consumer products	In - Shop Meets	As per calendar	In-Shop meet is an effective platform to engage with influencer set and to educate them about product differentiations and benefits. It also helps in building last mile relationship with key decision makers for the category. These got disrupted in FY 21 due to COVID lockdown in Q1 & Q2, but were resumed in the last 6 months (750+ In-shop Meets with 20000 + contractors)
		Carpenter / Contractor / Dealer meets	As per calendar	These meets are conducted to mark events like product/brand launches, entry to new geography or to drive demand for growth. These got disrupted in FY 21 due to COVID lockdown in Q1 & Q2, but were resumed in the last 6 months (80+ meets with 3000+ contractors,
		TE/ADE Working	On going	95 TEs / 63 ADEs (Area Development Executives) work on site sampling, site trial, lead generation and organic demand creation at the ground level
		I Club – Key Retail Program	On Going	Key Dealer Program - 1800 + Outlets enrolled on a slab wise Volume (Of Premium Products) program to earn great rewards.
		Consumer Promotions	On Going	To drive off-takes and positive substitution of our brands, we run Consumer Promotion on the Premium and Super Premium Category of our products
		Consumer product Trials	On Going	This is focused to generate positive word of mouth for our products and create organic brand ambassadors within our customer segment. These were done for existing products as well as New Products
		Jivanjor Achievers' Club	On Going	This is a well structured contractor Loyalty program which impacts our influencer segment directly. We leverage on a new age App and a robust IVR structure to make the entire platform experience seamless and hassle-free. We hit an all time high of 18000 contractors buying monthly in March to deliver a record 650 MT volume from the program. Attractive and On time Holi Gifts for Dealers were given out launching the Brand Identity.



S. No.	Stakeholders	Mode of Engagement	Period of Engagement / Frequency	Issues identified / Feedback received / Action taken
2	Farmers and Dealers / Retailers	Field Visits, Small and large , farmer meetings, Crop specific literatures & posters.	Continual	<ul style="list-style-type: none"> <li>Enriching farmer knowledge base &amp; make them aware with best farming practices, crop &amp; market trends.</li> <li>Aid them in achieving higher yield and better quality of the produce.</li> <li>Attending farmer queries &amp; providing solutions.</li> <li>The feedback received during such interface helps the company to develop &amp; improve products aimed at farmer requirements.</li> <li>In FY 20-21, Due to CORONA pandemic we did not encourage large gatherings, rather farmers were gathered in small numbers for discussion and Retailers and Dealers were contacted on Phone or Personal Visit by Zonal Managers, Territory Executives No. of farmer meetings- 3000 (Including spot Meetings)</li> </ul>
3	Employees / Contractors	Training	As per Plant Training Plan (Monthly)	Work place Health and Safety, Hazards Identification and Risk control measures such as HAZOP, Food Safety and HACCP Safe Operation Procedures
		Awareness Campaign	Continual	Environment Day Celebration, Planting Trees, Water Conservation, Waste reduction and elimination measures, Air Emission reduction measures
				Safety Week, Workplace Health and Safety, Hazards Identification and Risk control measures such as HAZOP, Food Safety and HACCP, Safe Operation Procedures
		Medical Examination	Annually/ Six Monthly	Occupational Health monitoring
Safety Committee Meetings	Quarterly	Safe Workplace practices, Unsafe Acts and Unsafe Conditions tracking and performance improvement		



S. No.	Stakeholders	Mode of Engagement	Period of Engagement / Frequency	Issues identified / Feedback received / Action taken
4	Community / Villagers in vicinity of plants	Community Interface Meet -Meeting with PRIs, Opinion Leaders from the local community.	Continual	<p>Community Expectation from the Company and respective Social Initiatives implemented in villages in plant vicinity;</p> <p>A) A program was organized on building trust to address the community at Gajraula. The community comprising doctors, teachers PRI members, Businessmen and opinion leaders</p> <p>B) COVID 19 activities</p> <ul style="list-style-type: none"> <li>• Installation of Oxygen plant at CHC, Gajraula &amp; JBF medical center.</li> <li>• Sanitizer distribution to all the government departments in Amroha district also distribution to every household in Nagar Palika area Gajraula.</li> <li>• Dry ration food packets distribution to the needy people as per direction of DM, Amroha.</li> <li>• Ready to eat food packets to the needy people in and around Gajraula block.</li> <li>• COVID relief kit to CHC, Gajraula &amp; Hasanpur.</li> <li>• Pre &amp; Post awareness session in nearby villages related to COVID-19. Regular communication with community are being held at various platforms</li> <li>• Enhancing employability through skill development: Vocational Training Program &amp; Stitching Centre with market linages</li> <li>• Strengthening local education system: Project Muskaan- Strengthening Govt Rural Primary Education System</li> </ul>
		Regular Meeting with local Community Monthly Village meetings and stakeholder engagement activities		<p>C) Educational Activities</p> <ul style="list-style-type: none"> <li>• Installation of I-dream application to ensure the continuity in learning of students in rural areas.</li> <li>• YDP- Capacity building of 10 youths to become next generation leaders. All round development in youths &amp; Quality education in government schools</li> </ul> <p>D) Health</p> <ul style="list-style-type: none"> <li>• Providing basic health care services in 58 villages covering approx. 2.5 lakh population.</li> <li>• JUBI CARE- It provides a real-time patient doctor consultation through text/audio/video.</li> <li>• Swasthya Prahari project- Health monitoring in 32 villages of Gajraula block</li> </ul> <p>E) Livelihood</p> <ul style="list-style-type: none"> <li>• Cotton Mask stitching done by women SHG group during COVID 19 and supplied to corporate office Noida</li> <li>• Training on fashion designing, beautician and health care services</li> <li>• JUBI Farm (250 farmers) – A sustainable &amp; multi stakeholder initiative to enhance the profitability &amp; generate income opportunities in farming for the migrants returning back to their natives</li> </ul>



Corporate Sustainability Report demonstrates to all users - stakeholders, other business organisations and general public the Company's commitment towards environmental and social issues faced and steps taken to resolve the issues as responsible organisation. The report is shared with all relevant stakeholders including shareholders, suppliers, community head, and officials of regulatory agency, industrial associations and B2B customers. It is also available on Company website for access to public. All stakeholders are expected to use them. The material issues addressed for priority actions and significance levels reflect the Company opportunities areas for improvement and development activities. The report also enables stakeholders to provide feedbacks and address material issues that may support organisation business.



## CORPORATE

# Governance

Transparency and Accountability is the main indicator of good governance, while good governance is a pre-condition in achieving sustainability. In fact, Jubilant Industries Limited firmly believes that transparency and accountability are interrelated concepts and mutually reinforcing. Without transparency there couldn't be any accountability. Unless there is accountability, transparency would be of no value. The existence of both contributes to an effective, efficient and equitable management.

Transparency refers to sharing information and acting in an open manner. It allows stakeholders to gather information that may be critical to uncovering issues and their interests. Transparency is built on the free flow of information.

Processes, institutions and information are directly accessible to those concerned with them, and enough information is provided to understand and monitor them. Accessible information means more transparency.

The Board of Directors of the Company is the apex governing body responsible for framing and



implementing corporate governance policies. The Board, with the objective of creating sustainable value for all stakeholders, provides vision to the Company and oversees the management's decisions. The Board has fostered a spirit of constructive criticism and created a culture of transparency throughout the organisation. Jubilant Industries Limited's operations are looked after by the Highest Executive Officer of the Company, who is Managing Director. The Managing Director is not a promoter or founder of the Company.

The Non-Executive and Independent Directors are paid sitting fees and other out of pocket expenses to meet the expenditure incurred by them in attending the Board meetings, which is duly approved by the Board of Directors and is in accordance with the Government guidelines.

Pursuant to the provisions of Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has formulated a policy for evaluating the performance of Board, Committee, Chairperson and directors



individually. The Company's executive compensation policies are structured in line with the current business norms and practices. The compensation is also based on their achievements of non-financial parameters.

The Company has various Board level Committees including Audit Committee, Stakeholders Relationship Committee, Nomination, Remuneration and Compensation Committee and Sustainability and Corporate Social Responsibility Committee to meet regulatory requirements as well as to discharge critical functions delegated by the Board. Some of the other Committees are Finance Committee, Business Strategy Committee and Restructuring Committee.

There are formal procedures in place for appointing members of the Board wherein the composition of the Board is studied to assess and maintain proper balance at the strategic level. For appointing a new Director, suitable candidates are short-listed, based on the criteria set by the Board, including the area of expertise/specialization. The final selection is done by the Board.

The Company's Board is a judicious mix of Executive, Non-Executive and Independent Directors. Out of the total of Six Directors, Five are Non-Executive out of which three Directors are Independent

Directors. Four Directors are in the age group of > 50 years and Two Directors are in the age group of 30 – 50 years. Non-Executive Directors are those who are not associated with the Company in an executive capacity. Per Se, an Independent Director is a Non-Executive Director who apart from receiving Director's remuneration does not have any material pecuniary relationship with the Company. Further, Independent Directors are those Non-Executive Directors other than Nominee Director who possess the attributes as mentioned in the Section 149 of Companies Act, 2013 & Regulation 16 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. There is no formal written policy for conflict resolution. The conflicts within senior management level are resolved through informal channels.

Sustainability and Corporate Social Responsibility Committee monitors Economic, Environment and Social performance parameters including risks associated with them. It also takes strategic initiatives for mitigation of Climate Change and the risks associated and formulates and recommends to the Board, a Corporate Social Responsibility Policy (CSR Policy). It also monitors the CSR Policy and recommends the amount of expenditure to be incurred for activities referred under the Policy.

The Board/Committees regularly monitor:

- Internal Audit Reports
- Risk Management Processes
- Business Strategy and long term plans
- Financial performance
- Foreign Exchange exposures
- Statutory Compliance

The Company is striving to improve the quality of service rendered to its stakeholders including shareholders.

Annual General Meeting is an important platform where shareholders can share their views and give valuable suggestions and ideas to the Directors. Due consideration is given to the suggestions/ideas given by the shareholders, and to the extent found practicable, appropriate and suitable actions are taken in the interest of the Company. The minutes of the meetings of members are prepared as per the requirements of law. The Company sends Notice of Annual General Meeting and Annual Report to shareholders.

A copy of this Sustainability Report will also be available on the website of the Company

([www.jubilantindustries.com](http://www.jubilantindustries.com))



## ECONOMIC

# Performance

## Management Approach Disclosure

Jubilant Industries Limited is committed for enriching the business environment through profit generation and opportunities creation and ensuring direct responsibility for the economic value generation and operating costs. The Company encourages sustainable growth through energy efficiency improvements, climate change mitigation and community development.

Economic aspects are fundamental to business. Generating revenue profitability is prime focus of sustained organisational growth. Business strategies are regularly fine-tuned based on the market feedback and systems are in place to trap the feedback percolating from business environment.

Company holds the responsibility of shareholders returns. All the Company taxes are managed and paid on time.

Strategic decisions are taken for community investments based on the community social needs assessment and are considered significant in line with



Sustainability Development Goals (SDG) identified and defined through JBF.

Benefit plans for employees are in place in compliance with regulatory requirement such as Provident Fund and Gratuity.

Financial implications due to climate change risks and regulatory risks are considered in business decisions and adequate safe guards planned. Investment decisions for new technologies or modernization of processes are also considered to have minimal impact of climate change.

The responsibility to drive economic growth of the organisation lies with Managing Director and is assisted by capable Business and Function Heads.

Profit is integral to survival. It revives, renews and replenishes. Without a surplus – especially in sustainable way- there will be no funds to invest in the environmental and social drivers of sustainable development. The Company constantly focuses on growing business with the objective to enhance value for all its stakeholders. Strong financial management and growth across the value chain enables the



Company to undertake environmental and social initiatives year after year without compromising.

Revenues generated from operations are detailed below;

Revenue generated (Rs. In Million)	FY 2018-19	FY 2019-20	FY 2020-21
Total Revenue	5588.96	5444.03	6214.83
Agri Business Revenue	1873.43	1861.58	2838.53
Performance Polymer Revenue	3715.53	3582.45	3376.30

The revenue generation from export during FY2020-21 is Rs. 938.25 Million which is 15.10% of the total revenue generation.

### Value Distribution

Continuous supply of quality raw material is important for any business. The Company has been working with its Partner in Progress to ensure sustainability of the business. A significant part of raw materials and supply procurement is done by advance payment or through Letter of Credit.

Although the Company does not follow any policy for procurement of materials from only local suppliers, the Company procures major part of the materials from the locally based (within India) suppliers and

tries to connect our Partners in Progress with Green Supply Chain Management as defined in the policy.

S. No.	Raw Materials Quantity (MT)	FY 2018-19	FY 2019-20	FY 2020-21
1	Process Chemicals	5322.22	14,880.99	14534.08
2	Rock Phosphate	83557.19	96,890.13	157484.61
3	Sulphur and Sulphuric acid	43660.48	55,437.09	90939.09
4	Chemicals for Latex	5486.25	6,206.68	5736.75
5	Vinyl Acetate Monomer	9245.42	8,628.21	8419.11

The main products of the Company for the reporting year are as follows;

Sr. No	Products Sales Quantity (MT)	FY 2018-19	FY 2019-20	FY 2020-21
1	Polymers including SPVA, latex, SPD & WF	32832.45	33884	32693.68
2	Fertilizers and Agro chemicals	157212.41	161741	268468.21
3	Sulphuric acid	44379.21	39403	36079.14
4	IMFL (KL)	3572.74	1835.76	NIL

The overall manufacturing expenses including raw material, power and fuel, advertisement and publicity etc. are given below;

Item (Rs. In Million)	FY 2018-19	FY 2019-20	FY 2020-21
Total	4620.31	4335.96	5019

The staff cost as a percentage of net sales is 12.86 % for the FY 2020-21. The details regarding Salaries, Contribution to Provident Fund, Gratuity etc. are given below;

Item (Rs. In Million)	FY 2018-19	FY 2019-20	FY 2020-21
Salaries, Wages, Bonus, Gratuity & Allowances	638.21	672.71	734.91
Contribution to Provident Fund & Superannuation Fund	28.32	29.14	30.37
Employee share-based payment	1.85	0.19	3.08
Staff Welfare Expenses	32.99	33.76	34.76
<b>Total</b>	<b>701.37</b>	<b>735.81</b>	<b>803.12</b>

Provident fund contributions of employees is maintained by Trust managed by Jubilant Group.

The Company's other equity including retained earnings are Rs 700.04 Million. The dividend pay-out for the reporting year is NIL.



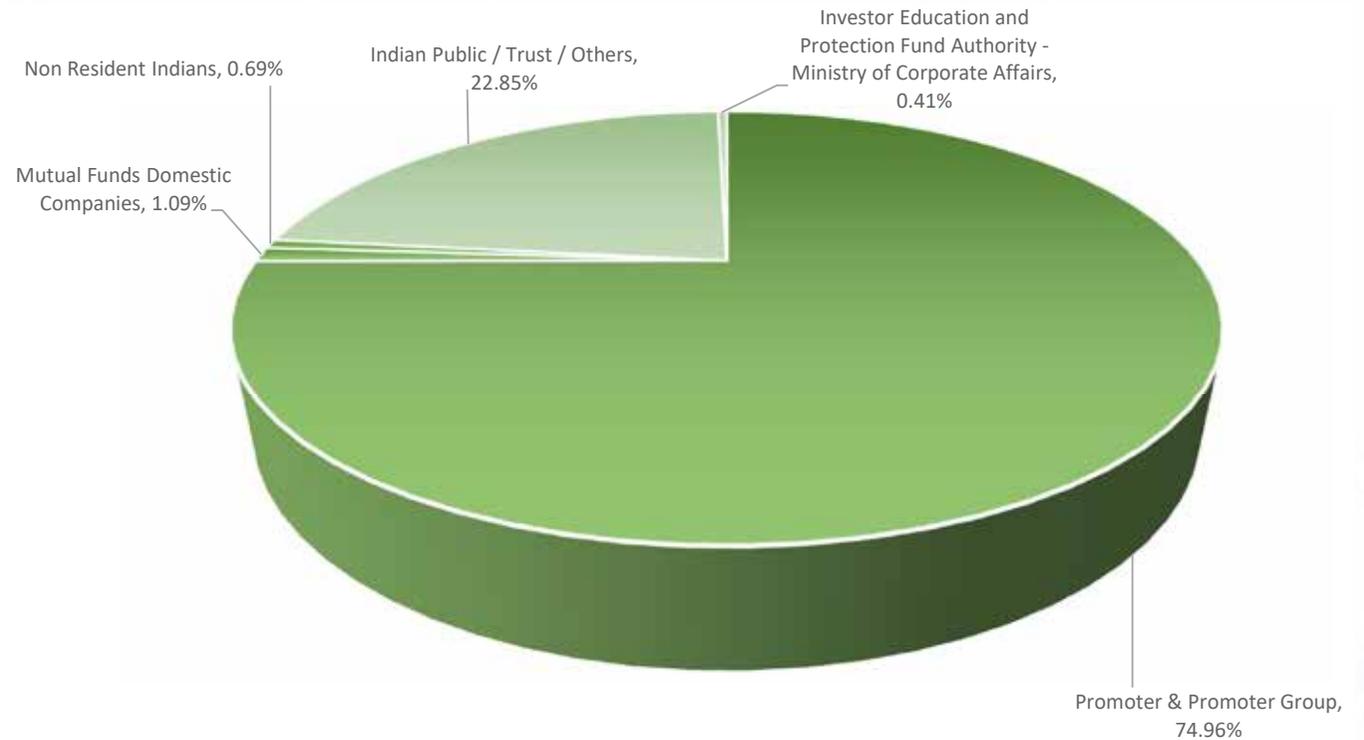
The Company paid taxes related to its products and services to Government of India.

The Company receives subsidies on the sale of fertilizers. During the year 2020-21, the amount received from the Government against subsidy, is Rs 717.24 Million

The Company received export incentives of Rs 5.83 Million as financial assistance from Government for the year 2020-21.

Shareholding Pattern of the Company as on March 31, 2021 is as under:

Promoter & Promoter Group	74.96%
Mutual Funds Domestic Companies	1.09%
Non Resident Indians	0.69
Indian Public / Trust / Others	22.85%
Investor Education and Protection Fund Authority - Ministry of Corporate Affairs	0.41%



## CLIMATE CHANGE AND

# Caring for Environment

## Management Approach for Environmental Indicators

The Company through its EHS Policy has committed towards maintaining high standards of Environment, Health & Safety (EHS) across all manufacturing plants. The policy guides the plants on addressing through systemic approach the environmental material issues related to Materials, Energy, Water, Biodiversity, Emissions, Effluents and Waste from its products and services. Aspects – Impact analysis are reviewed for the operation and maintenance tasks and the changes. The significant impacts are mitigated or controlled through management programs and operational control procedures respectively. Legal EHS Compliance review is an integral process of EHS Management system. Three manufacturing locations – Gajraula, Sahibabad and Samlaya are certified for ISO 9001, ISO 14001 and ISO 45001 through accredited auditing agencies.

Jubilant Industries Limited operations are looked after by the Managing Director as Occupier. EHS and Sustainability is overseen by Chief of Manufacturing. At plant level, these activities are performed by a

team of EHS personnel which reports to Unit Heads and all Unit Heads report to Chief of Manufacturing.

The Board has also constituted a Sustainability Committee for better management of Economic, Environmental and Social Performance as well as initiatives for mitigation of Climate Change.

The new recruits including executives, workmen are provided training and awareness on EHS aspects related to the nature of their work before they take charge of their responsibilities at their respective manufacturing locations. The Company has been proactive in taking steps for awareness about importance of environment and its related issues amongst employees across the plants.

Monitoring is an important aspect to keep a check on whether the intended results are achieved because of the proposed activity for environmental conservation. The EHS personnel perform an internal audit to find out gaps in the new projects right from the proposal to the implementation stage. The Company monitors the EHS data and other indicators of sustainability at regular intervals.

Chief of Manufacturing reviews the environmental performance every quarter. At operational level, the performance on environment aspects is reviewed monthly involving the Unit Head (highest designated authority at the Manufacturing Unit). Environment performance has been a part of annual strategy and





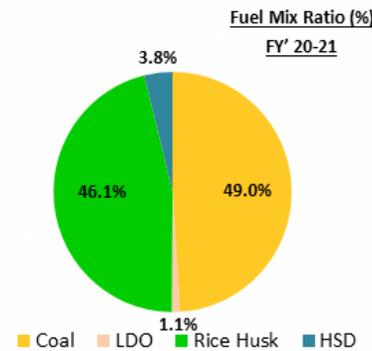
also an important aspect for all capital expenditure proposals of the Company. Precautionary approach principle is followed as any significant environmental issue / impact is identified, adequate investment and systems are put in place for mitigating the risk and avoiding environmental degradation caused from Company operation.

Energy consumption outside of the organisation is not reported as no mechanism have been developed for data capturing and not covered within the reporting boundaries.

The total direct energy consumption from fossil fuel is presented in the table.

S. No.	Parameter	Unit	Value in 2018-19	Value in 2019-20	Value in 2020-21
1	Coal	MT	-	-	4004
	Energy	GJ	-	-	71140
2	High Speed Diesel (HSD)	KL	71	137	143
	Energy	GJ	2775	5338	5560
3	Light Speed Diesel (LDO)	KL	66	68	36
	Energy	GJ	2920	2993	1581
4	Agro Fuel (Rice Husk)	MT	6172	6993	5330
	Energy	GJ	77398	87700	66838
	<b>Total Direct Energy consumed</b>	<b>GJ</b>	<b>83094</b>	<b>96032</b>	<b>145120</b>

In FY'20-21 company has used around 46 % green Fuel. Rice Husk (Agro Waste) renewable fuel usage in place of coal in Gajraula fertilizer plant. Total 3762 MT of coal consumption (energy equivalent to 66838 GJ) avoided through use of rice husk.



S. No.	Parameter	Unit	Value in 2018-19	Value in 2019-20	Value in 2020-21
1	Electricity purchased	KWH	16987177	17090275	18513828
	Electrical Energy purchased	GJ	61154	61525	66650
2	Steam purchased	MT	15716	12663	11957
	Energy in form of steam purchased	GJ	44004	35456	33480
	<b>Total Indirect Energy purchased</b>	<b>GJ</b>	<b>105158</b>	<b>96981</b>	<b>100129</b>

Indirect Energy details have been reported for quantity of electricity purchased and utilities purchased in

form of steam, chilled water, Compressed Nitrogen and Compressed Air purchased from the Jubilant Life Sciences Limited and State Electricity Power Supplying Company in respective states.

At Gajraula, steam is produced in the Sulfuric Acid plant using heat of the exothermic reaction and is supplied to Jubilant Life Sciences Limited. For the reporting period 74872 MT steam has been generated and supplied to Jubilant Life Sciences Limited amounting to 209641 GJ of energy. This has also avoided 20146 tCO<sub>2</sub> emissions by eliminating the use of coal.

Energy Intensity for Total Energy (combined Direct Energy and In-Direct Energy) against the total production for the reporting period is represented in graph below. It supports in identifying the change in trend and the corrective measures such as Energy Audit for reducing the Energy consumption in high intensity processes.

Higher specific consumption is only due to higher consumption of renewable fuel – rice husk as percentage of moisture content was higher in FY 20-21.

Various Energy Conservation initiatives have been taken across plants in FY' 2020-21:

- Reduction in Power Norms in GSSP & SAP Plant at Gajraula



- Optimization of RPM of cooling tower pump & Reactor Agitators at Savli
- Optimization of running duration of 20TR/10TR chilling system for BD and Styrene storage chilling at Savli

The Company is making continuous efforts to further reduce its carbon footprint through various initiatives like:

- Involvement of employees to create awareness about climate change and inculcate responsible behavior in day-to-day activities like replacement of ordinary lamps with LEDs and using natural light during day time in offices and at home wherever feasible.
- Celebrate World Environment Day, Earth Hour and other events for creating environmental awareness at all levels.
- Continue to invest in information technology to reduce the need to travel for internal meetings.
- Though each of Company's location has specific transport plans, however, staff is encouraged to use the lowest carbon mode of travel for business-related journeys and travel to work, where practicable.

### GHG Emission

The CO<sub>2</sub> emission is from the combustion of fuels used in manufacturing processes that are used for generation of heat energy in the form of steam or hot air used in Company's process plants. CO<sub>2</sub> is also generated indirectly by the use of electricity in various plants.

The Green House Gas (GHG) emissions are tabled below;

Parameters	Units	Value in 2018-19	Value in 2019-20	Value in 2020-21
Scope 1 – Direct Energy GHG Emissions	tCO <sub>2e</sub>	328	462	7093
Scope 2 – Indirect Energy GHG Emissions	tCO <sub>2e</sub>	18328	17592	18584

Company is looking for replacing coal with suitable green fuel at our Rajasthan Plant in future to reduce GHG emission.

Direct Energy GHG emissions (Scope 1) are calculated referring United States Environmental Protection Agency (EPA) emission factor guidelines and Indirect

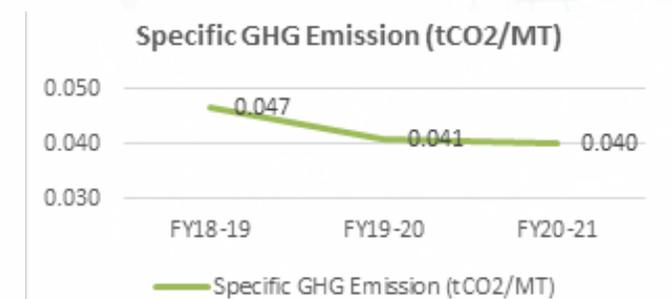
Energy GHG emissions (Scope 2) are calculated using weighted average emission rate delineated in Central Electrical Authority (CEA) User Guide Version 11 of Ministry of Power, Government of India.

### Scope 3

The emission from employees travel, raw material and finished goods transportation is not monitored and hence not reported as currently it is not covered within the reporting boundary. The Company will work on improving the data collection for these emission monitoring in future.

### GHG Intensity

GHG Intensity for the GHG Emissions from the Total Energy (combined Direct Energy and In-Direct Energy) consumed against the total production for the reporting period is represented in graph below. It supports in identifying the selection of energy sources to control and reduce the GHG Emission from the energy consumed in high intensity processes.





## EARTH HOUR 2021

2030 Hrs, March 27, 2021

Awareness drive was conducted among employees across plants to participate and support the cause of EARTH HOUR.

### Ozone Depleting Substances (ODS):

The Company neither uses Chloro Fluoro Carbon (CFC) in its operations nor uses any products with CFC.

The Company does not purchase any CFC directly or equipment containing CFC. Under the Montreal Protocol the use of Hydro Chloro Fluoro Carbon (HCFC) is permitted in India and is specified in Ozone Depleting Substances-ODS (Regulations and Control) Rules, 2000, Ministry of Environment & Forests (MoEF), Government of India. 137.10 Kg of HCFC - 22 was consumed in refrigeration and it represents 7.54 kg equivalent CFC - 11 Global Warming Potential (GWP).

### Air Emissions

The Company considers clean air as an asset and continues to enhance the technology and upgrade processes to reduce its impact on the quality of air. Air emission sources are mainly flue gas and process emissions. The Company has installed adequate



treatment facilities to ensure necessary compliance. The flue gas emissions mainly from Boilers, Furnaces and Diesel Generator (DG) sets, etc. are provided with the adequate stack height for effective dispersion. For control of particulate matter emissions from stack, multi cyclones and bag filters are provided in Gajraula to meet the stipulated consent standards.

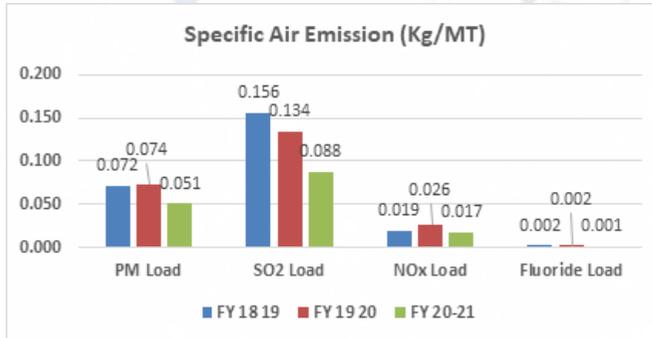
Diesel Generators installed have acoustic enclosures and exhaust mufflers for noise control. Regular monitoring of all stacks is carried out by Ministry of Environment and Forest approved laboratories to check the concentration levels of pollutants being released into the atmosphere. The air emissions are well within the levels stipulated by the regulatory bodies and these reports are submitted to the regulatory agencies regularly at defined reporting periods and also as and when required by the authorities.

The Company's air emissions load of SO<sub>2</sub>, NO<sub>x</sub>, Fluoride (as F) and particulate matter (PM) are generated mainly from the combustion of fossil fuel and from the process reactions in its manufacturing locations. The Company monitors particulate matter (PM), Fluoride (as F), SO<sub>2</sub> and NO<sub>x</sub> emissions

from the stacks placed in its various manufacturing locations.

The details of these emissions are given below;

	Units	Value in 2018-19	Value in 2019-20	Value in 2020-21
PM Load	Ton	30.0	32.5	32.3
SO <sub>2</sub> Load	Ton	65.2	59.2	56.3
NO <sub>x</sub> Load	Ton	7.9	11.6	11.2
Fluoride (as F) Load	Ton	0.91	0.90	0.94



Specific emissions in FY 20-21 have gone down significantly as compared to FY 19-20.

The Company uses advanced technology equipment currently available for control of air pollution including control of workplace machinery noise at its various manufacturing locations to minimise adverse environmental impacts due to emissions.

Regular monitoring of the environmental parameters as recommended by regulatory agencies is carried out at our manufacturing locations and reports are regularly submitted to the statutory and regulatory authorities. The various emission analysis confirm that existing emissions comply with the requirements and are well within the limits specified by the regulatory agency, as applicable at respective manufacturing locations. These systems enable the Company to track emission performance and thereby reduce the risk to communities and staff living in the vicinity of manufacturing locations.

At Gajraula and Kapasan plant, online continuous monitoring system for particulate matter (PM) is installed on the stacks of Rock Dryer/ Ball Mill, SSP Plant, GSSP-1 and GSSP-2 plant. HF Analyzer is installed on SSP Plant Stack and waste water flow monitoring in Fertilizer Unit waste water recycle – reuse line and Polymer Unit Effluent line sent to Jubilant Life Sciences Ltd ETP for treatment in compliance to the CPCB/SPCB guidelines for online monitoring system

As an Environmentally Responsible Company, continual efforts are made to reduce environmental impacts through an extension beyond statutory compliance. The Company follows the 3R approach – Reduce, Reuse and Recycle to conserve natural resources and minimise environmental impact.

An in-house Environmental laboratory is already there at Gajraula for monitoring stack emission, ambient air quality monitoring and waste water analysis.

### Water

The Company understands business risks and opportunities relating to water scarcity and is committed to promote responsible water management. The Company acknowledged the fundamental need for more detailed work on water conservation, efficiency and productivity. The

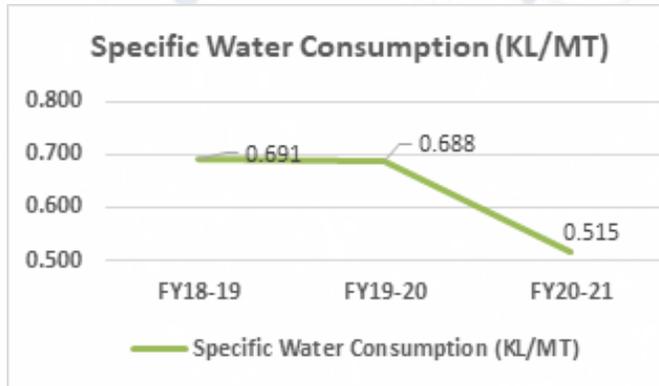
strategy adopted by the Company is to use water efficiently, recycle and reuse wherever possible.

The Company monitors the amount of water used by individual units to improve the consumption norms by implementing various conservation efforts. For minimizing usage of water, various efforts such as mopping in place of hosing for cleaning of floors, reusing low graded products for cleaning the blending vessels and reactors of high graded products and regular monitoring of water usage etc. are practiced in the plants.

There is no significant affect reported by withdrawal or purchase of water on the water sources at our plant locations.

Water consumption details are tabled below;

Sources of Water consumed	Units	Value in 2018-19	Value in 2019-20	Value in 2020-21
Withdrawn from Surface	KL	2972	769	60
Withdrawn from ground	KL	4058	24417	86034
Purchased from municipality	KL	11364	9995	9521
Purchased from Jubilant Life Sciences Ltd	KL	273682	269576	233846
Total water Consumed	KL	289104	304758	329461



The Company continuously strives to reduce its water consumption. Condensate from the process is recycled and reused. Quantity of waste water recycled and reused both with and without treatment across all manufacturing locations is 21676 KL (6.5% of total water consumed) for the reporting period. The Company uses rain water harvesting measures to recharge the ground water.

### Waste Water

The effluent management is on high priority for the Company to reduce its ecological impact. The Company encourages and has taken innovative and efficient ways to reduce the effluent. There is no discharge of effluent from any of the manufacturing facilities to any surface water body.

At Gajraula 6775 KL of industrial waste water was treated at Effluent Treatment Plant (ETP) of Jubilant

Life Sciences Limited and 4236 KL of STP treated waste water is used for gardening in plant.

At Samlaya unit, 2847 KL effluent was sent to Jubilant Life Sciences Limited ETP for treatment

At Sahibabad, the treated effluent 491 KL of waste water was treated in ETP of the plant and then treated water discharged into municipal sewer in accordance with Consent Terms and Conditions issued by the Uttar Pradesh State Pollution Control Board.

### Waste Utilisation

The Company is continuously working towards waste minimisation through systematically reducing waste at source. The various measures include;

- Prevention and reduction of waste generation
- Efficient use of raw materials and packaging materials
- Encouraging re-use, recycling and recovery.

The Company generates very low quantity of hazardous waste from its operations and follows methodologies to reuse the waste generated in the plants. The sulphur from sludge is reused in the fertilizer plant at Gajraula unit. Reuse of silica in SSP is another example of waste utilisation in the fertilizer plants at Gajraula.

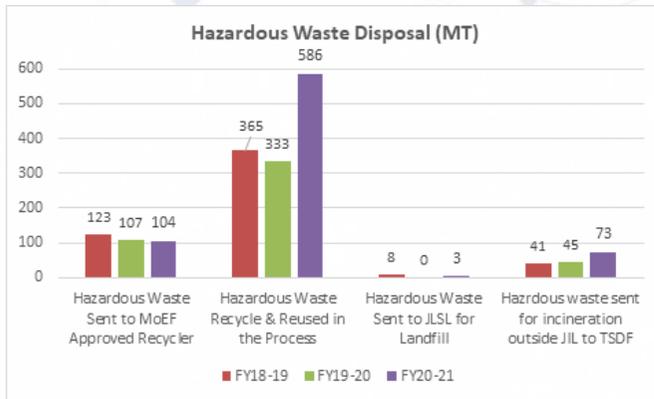
At Gajraula during the FY 2020-21, Sulphur sludge processed: 16.70 MT out of which Sulphur recovered: 5.0 MT and the remaining waste Sulphur sludge: 11.70 MT is reused in SSP plant.

The hazardous wastes generated from Company's operation are categorised into Incinerable and non-Incinerable wastes. Incinerable as well as non-Incinerable wastes are sent to MoEF authorised treatment and disposal facility as per the regulatory requirements.

Process catalyst wastes at Gajraula are disposed in Secured Landfill Facility (SLF) approved by Ministry of Environment, Forests and Climate Change (MoEF) while the used oil generated from the Company's operation is sold to MoEF authorised re-processors. The hazardous wastes during the year were disposed of as per requisite approvals.

The hazardous waste generation is maintained in Form 3 as per prevailing laws and the total quantity of hazardous waste generated in the reporting period is 766 MT.

The Company has also sold non-hazardous materials other than fly ash during the reporting year, which falls in the category of scrap material. These materials include metal, plastic scrap, paper, packaging material etc.



The Company has developed process for proper disposal of e-waste comprising of discarded, obsolete or broken electrical or electronic devices. No e- waste was generated in the reporting period.

The Company's operation involved lot of chemicals, solvents as well as other aqueous material and waste water. The operations are well equipped with storage, handling and treatment facilities to prevent and protect from material spillages. No significant spillage was reported from any of the plants during the reporting year.

The Company has not transported, imported, exported, or treated waste deemed hazardous under the Basel Convention. During the reporting period, waste management practices are in line with the disposal process stipulated by the Central Pollution Control Board and State Pollution Control Boards and are well within the permitted limits.

No adverse impact has been reported on any water body including ground water and community due to the rain water run-off from premises of all the five manufacturing units.

**BIODIVERSITY:**

All five manufacturing locations of the Company do not fall in or adjacent to Protected Area, Sanctuary, Reserve Forests or area of importance of biodiversity and thus have no impact on the biodiversity of such areas. The major units are located in industrial area. There are no Habitats in vicinity of plants and there are no International Union on Conservation of Nature (IUCN) Red List of Threatened Species and no national conservation list species in plant vicinity that are affected by plant operations. The Company regularly reviews its environmental strategies for any impacts on biodiversity. Due to better environmental management, aesthetic environment around the manufacturing facilities is maintained with green plants.

**Tree Plantation and Green Area Development**

Initiatives across all five manufacturing plants have been carried out for improving the green belt and tree plantations. Saplings of locally found trees which grow in the ambient climatic conditions of the manufacturing plants and also supports in noise control have been preferably used in the plants.

World Environment Day with monsoon season is most suitable period preferred for trees

plantation. Awareness programs are carried out among employees and contractor personnel for encouraging them to plant more trees and increase greenery. Tree plantation drive is also carried out in local communities and villages and awareness and saplings are provided by the Company. Total 10353 trees have been planted across manufacturing units.





### Impact Mitigation of Products

The Company's R&D efforts are to improve the product yield, reduction in the use of solvents, as well as to reduce the effluent generation. The Company believes in waste minimisation and cleaner production. The Company's product safety focus is operational through focus on safe handling of products from point of production to point of distribution. Standard Operating Procedures (SOP) ensures safe handling and transport of products. Every product consignment is dispatched in accordance with SOP formulated. The Company does not have a formal end-use and end-product assessment mechanism in place as a result of which

product lifecycle analysis was not undertaken. The Company activities are to manufacture consumable products. These are not reclaimable. Some of the bulk material such as Latex is supplied through tankers which does not involve any packaging material. The other consumer goods and exported products are packed with suitable material as required. However, these packaging materials are not reclaimed by the Company.

### Transport

Emissions due to employee travel and movement of goods have not been included in the report as the data is not available extensively for all plants. The Company encourages using environment friendly transportation modes and provides benefits for carpooling to employees at Corporate Office. The Company has provided CNG fuelled bus facility for employees not travelling by car pooling at Corporate Office. The Company has also arranged pooled cab facility for employees to travel between Corporate Office and Gajraula plant. The transport arrangement is ensured to follow the road safety regulations and regularly checked for its vehicles emissions level to meet the stipulated norms and update its PUC Certificate. The Company encourages employees to share their cars on pooling basis for travel to work.

### Environmental Compliance

The Company has not been fined for any non-compliance of environmental laws and regulations in the year 2020-21.

### Environmental Expenditure

Regular environmental monitoring of ETP, STP, stack emissions, installation of online monitoring system for stack emission and flow monitoring of waste water generation and ambient air quality and up-gradation of environment pollution control equipments and disposal of hazardous waste are included in the overall cost of manufacturing operations at respective units. Although there was no Capital expenditure due to Pandemic in FY20-21 but lot of initiatives were taken at all the manufacturing units to conserve the environment.



## OCCUPATIONAL

# Health and Safety

The Company's approach to Occupational health and workplace safety is guided by its Environment, Health and Safety Policy. The Company aims to improve the work- life quality of its employees by providing a safe and healthy working environment. The Company's safety practices and occupational health facilities are of high standard & deploys best practices and are subjected to ongoing up gradation.

During the reporting period, One Reportable Accident has occurred at our Rajasthan (Kapasan) manufacturing unit. Root cause analysis was carried out and subsequently actions have been taken to prevent any future occurrence.

The Company intends that the behavioural approach to risk awareness and management will make a major contribution in reducing and improving safety and health in the workplace across all the manufacturing locations.

The Company has successfully implemented Observation of Unsafe Acts and Unsafe Conditions across all five manufacturing plants. It has strengthened Line Managers in building Behavioral safety among



the employees and contract personnel. Our Shift In-charge are taking self-ownership to improve workplace safety, issue daily permit to work and ensure their compliance adherence. Training are provided on behavioral safety, best safety practices shared. Unsafe Acts and Unsafe Conditions have been tracked and the hazards mitigated through corrective and preventive measures.

On-Spot coaching has been provided to personnel found following Unsafe Acts. Refresher Training has been continuously provided emphasizing the

importance of improving and following safe work practices. For the reporting period, total 14928 number of Unsafe Acts and Unsafe Conditions have been observed, out of which 12003 number of Unsafe Acts and Unsafe Conditions have been corrected.

## Safety Motivation

The Company organized various safety competitions and programs at its manufacturing locations for creating safety awareness in the week of March 4, 2021, being the National Safety Day. On this occasion, safety pledge was administered by respective Unit



Heads, Department Heads, EHS team members, and employees to reiterate safety offsite as well as in the workplace be treated with utmost importance.

Activities carried out in Safety Week are Safety Pledge Administration, Safety training, Safety Rally, fire-fighting equipment and PPE exhibition, Poster competition for awareness among employees and contractor personnel on emergency, operation and maintenance safety measures.

Glimpses of the Safety Week activities at the manufacturing plants are mentioned below;



**Safety embedded in training**

EHS Training organized covered topics such as process safety, emergency preparedness, use of self-contained breathing apparatus (SCBA), emergency management, emergency kit handling, fire safety and prevention, fire-fighting, general safety, material handling and first-aid training.

Regular trainings are carried out during the year to raise awareness and encourage safe behavior in all work-related activities and also extend it to offsite safety. Safety Awareness Display Boards are provided across plants for regular update for employees and ease of reach as located within work places.





The Company promoted better health and safety awareness through the following initiatives:

- In-house healthcare facilities, first-aid and emergency care services for all employees
- Full-time / Visiting doctors at the plant and paramedical staff at on- site clinic
- Employee health checks regularly
- Safety committee meeting at all manufacturing locations at regular interval with minimum 50% committee members from workers
- Regular safety audits
- Awareness program for workplace safety with regular campaigns
- Usage of safety protection equipment such as safety helmets, gloves, respirators
- Regular mock drills involving concerned persons
- Safety Day / Week celebrations with employees involvement



**Managing safety**

The Company's EHS policy recognises that the compliance to regulatory standards on environment, health and safety is of utmost importance. At each manufacturing location the EHS Manager / Executive is responsible to oversee and ensure these compliances.

The governing regulations as per Factories Act 1948 in the plant encapsulate the guidelines related to good health and safety practices for employees and contract workmen. Also plant certified for ISO45001 and ISO 14001 have procedures defined to be followed in plant. Workmen agreements cover clause for adhering



compliance to statutory legislations such as Factories Act 1948 and follow the safe operating procedures (SOP) defined for the processes.

**Preventive Measures taken during COVID-19**

- Isolation ward at OHC (Occupational Health Centre)
- Wear Mask at all times & Social distancing
- Thermal scanning for all people at the time of entry
- Shoe sanitization
- Health screening and declaration
- Disinfection of vehicles
- Formation of Steering Committee
- Entry of only Critical visitor
- Training on Covid-19 awareness
- Sanitization and fumigation in manufacturing locations daily



- Display - Banners & Posters on Covid-19 awareness

**EHS Improvements**

EHS Improvements initiatives have been taken across plants based on the opportunities identified in EHS Audits.

**Samlaya Plant (Vadodara, Gujarat)**

Automatic Fire Extinguisher in MCC at Samlaya





Gas detector provided on Acrylo Nitrile Tank



Establishment of OCEMS system at Kapasan



### Occupational Health Services

The approach to Occupational Health Services at Jubilant Industries Limited is multi-dimensional encompassing important spheres related to preventive and curative health. Pre-employment checks for newly recruited employees, periodic medical examination at regular six monthly / annual intervals and executive health check-up are done at all plant locations. Plant hazard mapping and monitoring is also a vital part of Occupational Health Services. Work activities involve use of hazardous chemicals of flammable/ toxic/ reactive nature, and handling of concentrated sulphuric acid, dusty ambient air due to fugitive emissions in powdered material packaging, high noise from operation of blowers, compressors, diesel generators, and compressed air/ nitrogen usage in equipment. Acoustic enclosures are provided across DG, sound barriers/ partition wall to control and suppress the high noise level. Regular workplace chemical exposure monitoring, noise, illumination surveys are carried out and reports analysed for corrective actions. Canteen hygiene survey is routinely done. Vaccination for Hepatitis A and typhoid of concerned food product handling personnel was carried out in Gajraula plant.

Special occupational health checks like Spirometry, Audiometry, ECG, blood tests, urine tests, done on regular periodic basis for all employees as part of

mandatory periodic medical examination. There were no Notifiable Diseases recorded in the FY 2020-21.

At Gajraula, training programs related to occupational health are conducted at Occupational Health Centre and employees and their families are made aware about occupation related health ailments. Range of Health talks and wellness programs are organized at Corporate Office, while in plants health, education and awareness on food hygiene, first aid, AIDS, tobacco & cancer awareness etc are conducted on regular basis. As a step forward & striving towards better services at Gajraula, e-healthcare presentations are regularly circulated to all employees through intranet.



## LABOUR PRACTICES AND **Human Rights**

### DISCLOSURE ON MANAGEMENT APPROACH

#### – Labour Practice

##### • Goals & Performance

Our approach is beyond the paradigm of adhering to laws. We manage our human resources as a strategic asset, adopting a rational approach towards leveraging this talent for competitive advantage. The inherent belief of going beyond the usual practice of legal paradigm enable us to demonstrate the organisational Values – Inspire Confidence, Always Stretch, Nurture Innovation and Excellent Quality. The Company understands, the effectiveness with which we manage, develop and stimulate our employees is an important cornerstone & directly impacts the organisation profitability.

Jubilant Industries' human resources policies seek to enable effective delivery of its business strategy. The Company provides a work environment that attracts, develops and retains the best talent, promotes a



values-driven, high-performance culture embedding diversity and transformation. The Company has continued to focus on critical skills development to ensure that teams have the right skills base and culture for smoother performance at present and to accelerate future growth.

At Jubilant Industries, our employees have always at the core of our strategy. This year was a consolidation year wherein the strides & initiatives taken during the last year spanning across all the businesses are critically reviewed on the stage gated success milestones.

“Caring, Sharing and Growing” are our core guiding principles get amplified through our integrated Talent Management initiatives, which is closely knit to the business strategy. This defines who we are & what we stand for.

In an ever-increasing competitive and challenging world, we continue to focus on our ‘People Pillar’ as a key to achieve our core objective of sustainable growth and social objectives. The Company acknowledges the role of the Human Resource Inventory as a strategic business partner in the organization and continues to invest in a wide variety of HR engagement initiatives.



### Key dimensions of People Agenda:

Skilled, experienced, diverse and productive people enable the Company to operate safely, reliably and sustainably.

A safe operation culture - safe plants are stable plants, allowing the Company to meet production targets, providing a safe work environment where employees are healthy and engaged.

**Inclusive & Engaged Workforce** – A participative approach & an inclusive Talent Management philosophy.

**Safety of employees** - Internal Talent Reservoir - ensuring that the Company has the right talent in the right place at the right time enabling transformation and growth.

The focus for the last two years has been to ensure our transition as a Digital organization. The core team at the corporate office & a pool of strategic partnerships is working round the clock to ensure a phased Digital Ecosystem for all the businesses. The Digital strategy is two pronged while the key focus has been to ensure that the work life of our field champions transforms, the internal back office system is also experiencing a digital revolution to ensure holistic integration. The digital blue print is based on our vision of achieving “The Power to You”, empowering our customer facing employees to leverage this technology edge & deliver

a superior customer delight & improved business results.

Talent management has been a key focus area for the HR function in the organization. We actively endeavor that our employees look at job enlargement and rotation opportunities as supporting such a journey is a win-win arrangement wherein employees discover avenues of growth and the organization can leverage well-inducted candidates with a deep understanding of its business and culture.

We maintain a continuous flow of communication with the employees, which is interactive in nature. This ranges from the CEO’s Town hall for the entire organization across geographies to structured & formal organization updates. These events act as a platform for open dialogue between leaders and employees, sharing of important updates, addressing concerns, if any, and thereby building a culture of transparency, trust and collaboration.

Apart from our tiered development approach, the Company works on strengthening the capabilities of its employees with the help of training programs, on-the-job learning and special projects to bridge the identified gaps to ensure future ready talent. The Sales Excellence vertical works very closely with the B2C business delivering on the two Ps, People capability & Process. All customer-interfacing roles get assessed for competencies to ensure “The Jubilant Way of Selling”

is delivered across the geography. This also includes the Influencer engagement teams who have the key responsibility to engage with influencers and deliver the Sell-out. The training & certification programs are being delivered Pan-India and this investment is showing early promising signs translating in to business results. In the prevalent ecosystems, HR Practices too are ever changing and dynamic and with this, it becomes all the more critical to have a strong focus on sustained growth.

Our Policies and Practices include Talent Acquisition, Performance Management, focused learning, promotion, remuneration, working conditions, customer relations, investment and procurement practices, security practices and the practices of contractors, suppliers and partners and also includes strict measures to deal with child labour, prevention of forced and compulsory labour. The organizational policies are available on the intranet portal and the employees are well aware of these policies. The organization believes that growth is possible only when there is a coherent approach amongst the team and genuine desire to prevent discrimination based on gender, national or social origin, economic status, religion, political or other conscientiously held beliefs, birth or other status. The Company also ensures safe and healthy working conditions for all its employees.

The managerial responsibility for protection of Labour Practices and Human Rights reserves with the



Head of Human Resources, Unit Heads at respective manufacturing locations.

People and processes are the pillars of our businesses. To drive these more broadly and deeply into the business, we have in place a robust integrated strategic planning & Performance planning system for our employees. The employee performance evaluation process, includes goal setting, performance measurement, regular performance feedback, self-evaluation, employee recognition, and documentation of employee progress. The compensation for employees is reviewed annually through the structured mechanism.



The conviction of Human Resource to thrive with the prosperity of the Organization will definitely comprehend with more rigors in meeting and beating all business challenges. This is how we are determined to set up the win-win situation across all businesses and functions at Jubilant Industries Limited. All the employees details mentioned in the report are of permanent and full time employees.

No. of Employees as on 31st March 2021 (FY 2020-21)	650	
Corporate/Branches	358	Executives = 358, Workers = 0
R&D – I	10	Executives = 10, Workers = 0
Gajruala	156	Executives = 107, Workers = 49
Samlaya	55	Executives = 46, Workers = 9
Sahibabad	47	Executives = 26, Workers = 21
Nira	1	Executives = 1, Workers = 0
Kapasan	23	Executives = 23, Workers = 0

No. of Executives (as on 31st March 2021)	571	Gender (Executives): Male - 562, Female – 9
No. of Workers (as on 31st March 2021)	79	Gender (Workers): Male – 79

Percentage of employees in the gender category (as on 31st March 2021)	Male – 91%, Female – 1%
Percentage of employees by age group (as on 31st March 2021)	<30yrs = 16%, (30 - 50yrs) = 67%, >50yrs = 17%

We provide benefits like Personal Accident Insurance, Group Term insurance and Healthcare Coverage with the TOP UP Plan for employees and their dependents, also complying to their social and security needs. We also offer housing facilities number of our employees at our Gajruala and Nira plants and provide funding for schools for our employees' children, health Check-up at Gajruala. The wages and benefits of our unionised employees are generally established by collective bargaining agreement.

No. of employees by gender that were entitled to parental leave	0	Male
	9	Female
No. of employees by gender that took parental leave	0	Male
	0	Female
No. of employees who returned to work after parental leave ended	0	Female
The number of employees who returned to work after parental leave ended who were still employed twelve months after their return to work, by gender.	NA	
The return to work and retention rates of employees who returned to work after leave ended, by gender.	NA	

Learning & Development is our winning strategy. The key drivers for L& D continue to build upon enhancing the organisational efficiency & Leadership development. The process encourages "Learning by doing" & cross working collaboration with different



teams for sharing knowledge, ideas & expertise, this is a positive indication of a shift away from top-down learning towards the natural flow of learning in organisations. Learning mechanism is segmented into Functional & Technical, Behavioural, Quality, and Safety & Leadership Integration programs. To name few of our flagship programmes, Sales Excellence Workshop, Talent & Succession Planning, Competency Assessment exercises and Goal Setting, Managing High performance, Outbound programs etc., Array of training programs, pertaining to efficiency & expertise development on functional skills of employees are conducted on monthly basis internally. Persistent Industry & market exposure to the employees is ensured through external training programs conducted by highly specialised & professional agencies. We as an organisation do not have a policy on provision of sabbatical periods with guaranteed return to employment.

Average number of training man days per employee for reporting period (executives)	2.6	Total training man days stand to be 1367 (16404 Man Hours) (Training man hrs for <b>Executives – 11278 hrs &amp; Workers 5126 hr</b> )
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For the reporting period, the total number of training hours for male executives is 11184 hrs and for female executives is 94 hrs. There are 9 female workers in the Company.

The various Company Level Annual R & R programs were leveraged; Spot-On & Star of the Month Awards were structurally organised.

Percentage of total employees by gender who received a formal performance appraisal and review during the reporting period.	NIL (Due to Covid 19)	
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Total number of new employees hired during reporting period	150	Male
	0	Female
Rate of new employees hired (Average Base is 78)	100%	Male
	0%	Female

Total number of new employees hired (Age group wise)	150	<30yrs = 40, (30 - 50yrs) = 105, >50yrs=5
Rate of new employees hired (Age group wise)		<30yrs = 27%, (30 - 50yrs) = 70%, >50yrs=3%

Total number of employees leaving during reporting period	102	Male
	3	Female
Rate of employees leaving during reporting period	97%	Male
	3%	Female
Total number of employees leaving employment (Age group wise)	105	<30yrs =19, (30 - 50yrs) = 66, >50yrs = 20
Rate of employees leaving employment (Age group wise)		<30yrs = 18%, (30 - 50yrs) = 63%, >50yrs = 19%

We are an equal opportunity employer and no discrimination is made on account of caste, creed, gender, religion, etc. No discrimination on remuneration for women and men irrespective of category & grades are followed rather it is on the basis of performance, credentials and deliverables.

Taking every piece of it in the times to come, the conviction of Human Resources to prosper with the prosperity of the organisation will definitely be realised with more rigors. This is how we intend to establish the Win-Win environment across all businesses and functions in organisation. We are brave in our stride, we learn from both our successes & slips to ensure an environment of continual improvement.

## Human Rights

### Disclosure on Management Approach - Human Rights

#### • Goals & Performance

Jubilant .Industries Limited is determined to contribute to the promotion and protection of Human Rights. The Company ensures direct responsibility to value human rights in their own operations by adhering to laws of land.

#### • Policy

We believe in facilitating an ethically complaint & corporate governance centric environment for



our employees. We ensure that our policies and practices prevent discrimination based on gender, national or social origin, economic status, religion, political or other conscientiously held beliefs, birth or other status.

Related policy includes recruitment, promotion, remuneration, working conditions, customer relations, investment and procurement practices, security practices and the practices of contractors, suppliers and partners and also include measures to deal with child labour, prevention of forced and compulsory labour. The Company maintains its own internal financial and quality controls, which are periodically verified by external independent auditors.

- **Organisational Responsibility**

The managerial responsibility for the promotion and protection of Human Rights is of the Head of Human Resources and the Unit Heads at respective manufacturing locations.

- **Monitoring & Follow-up**

The primary responsibility for monitoring Company policies and practices lies with Head -Human Resources at the Corporate and the Unit Heads at respective manufacturing locations.

### Sankalp



‘Sankalp’ is an endeavour to encourage the creativity of employees and their participation by way of contributing new ideas/suggestions for improving organisational efficiency and productivity. This activity is categorically aimed at engaging employees in the workmen cadre to participate in idea generation and implementation for improvement at the shop floor as well as plant location. Their contributions in this regard are suitably rewarded and acknowledged. The objective of laying continuous efforts for continuous improvement is certainly visualised through this wise initiative across all plant locations.

Governance Policies like Code of Conduct and other policies govern the Company ethics. These policies

encourage intellectual honesty, employees conduct, freedom of association etc. in every aspect. The Company advocates fair business practices, which are centred on transparency, equal opportunity, lawfulness and integrity of records. Each employee is given training on the Company’s policies & Code of conduct at the time of joining, during orientation and as & when required. The Governance policies are available on Company’s intranet as well as available on demand for ready reference.

The Company follows all relevant, applicable rules and regulations as described by governance bodies with regard to the inclusion of human rights clauses in its various agreements with the suppliers and contractors. As a policy, the Company does not employ child or forced labour in its operations. It further encourages its suppliers and business partners to follow these human rights practices through the Green Supply Chain Policy which is communicated to them. 100% of ‘A’ Class suppliers of packing material have been audited and found to have not engaged any child in their plants. They have also put a board outside their plants indicating NO TO CHILD LABOUR.

The Company follows a policy of non- discrimination on the grounds of gender, caste, religion and others. No case of discrimination has been reported. There are no areas in the Company’s operations where right to exercise freedom of association and collective bargaining may be at risk.



Percentage of total employees covered by collective bargaining agreements.	12%	The total no. of workers as on 31st March, 2021 across all manufacturing locations 79. They are covered by Long term settlement by way of workmen committees. Long term settlements are considered equivalent to collective bargaining agreements as we do not have trade unions..
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The communication is shared via the notice display boards or mails in case of any substantially affecting initiatives organisation takes.

All the 5 manufacturing sites (100%) of the Company's operations have been internally audited to ensure NO Child Labour had been deployed. Company has defined governance mechanism with its Ombudsman Office to address issues, concerns and grievances of stakeholders covering employees, shareholders, customers, business partners and communities including those for human rights, compliances and anti-corruption. We have a practice to periodically check with the Ombudsman's office on cases or issues registered with them & initiate suitable action, as required. All the security personnel are inducted to the organizational policies and practices and their behaviour is aligned to the organization's values. This is also driven through common meetings within the group companies.

No incidence of discrimination and grievance related to human rights and corruption was reported during

the year. The Company has not reported any anti-competitive behaviour and has not been fined for non-compliance with laws and regulations. The Company is governed by code of business conduct and ethics guidelines for all employees.

Raw material and packing material for the Company procured by Supply Chain team located at HO and Plant. Sourcing of Raw material, packing material, Project procurement & Indirect Procurement is being done through on line tools/platform.

Raw material and packing material for the Company procured by Supply Chain team located at HO and Plant. Sourcing of Raw material, packing material, Project procurement & Indirect Procurement is being done through on line tools/platform.

About 30 to 35 % raw material is Imported and rest procured locally within the country. Packing material is completely procured locally. Supply Chain have tie-up for storage facilities at key ports of Kandla, Mundra, Dahej, Hazira in Gujarat and JNPT Mumbai in Maharashtra. Most of the Rock Phosphate a key raw material for fertilizer is procured from locally from Rajasthan. Apart from domestic, also procuring Imported Rock Phosphate from Egypt & Jordan to fulfil our complete requirement. Sulphur is procured from refineries, Mathura in Uttar Pradesh, Panipat in Haryana and Bhatinda in Punjab. All the materials are transported internally through rakes, trucks, and tankers based on logistics availability and cost

benefit consideration. Timely availability of material is tracked as per Business sales plan and production plan. Inventory norms are defined based on lead time and ABC classifications for different raw /packing material. The Company follows all relevant, applicable rules and regulations as described by governance bodies with regard to the inclusion of human rights clauses in its various agreements with the suppliers and contractors. As a policy, the Company does not employ child or forced labour in its operations. It further encourages its suppliers and business partners to follow these human rights practices through the Green Supply Chain Policy which is communicated to them. The questionnaire checklist has been revised for assessment of Suppliers for Sustainability Aspects. Total 40 new raw materials and packaging suppliers have been reviewed for EHS & Sustainability Aspects including Environmental, Labour Practices, Human Rights and Societal Impacts. No actual or potential negative impact for Environmental, Labour Practices, Human Rights or Impact on Society at supplier locations have been identified in the assessment.

All contractors & service providers engaged in the plants were reviewed to ensure NO Child Labour has been engaged by them and further their performance reviewed regularly by Supply Chain team with support of cross functional to ensure they do not violate any legal requirements / standards. Total 15 numbers of contractors and service agencies have been reviewed for human rights.

## CUSTOMER ENGAGEMENT AND Product Responsibility

### MANAGEMENT APPROACH – PRODUCT RESPONSIBILITY

Jubilant Industries Limited is committed to responsible management of products. The Company ensures direct responsibility and objectives are defined right from product development, labelling and packaging to marketing and advertisements of products.

Product Responsibility aspects are considered starting from the stages of product concept and development. R&D considers and reviews the MSDS of chemicals as per their formulation for the Health and Safety aspects of new products. The revised chemicals MSDS are framed using the Global Harmonised System (GHS) guidelines. They are reviewed and utmost consideration and care is taken for no adverse effect on the customers' health and safety.

The products are labelled in accordance with the statutory requirements and specific customer requirements, if any. Health and Safety features such as flammable symbols and handling precautions measures are also included in products as identified necessary in product Health and Safety review.



Advertisements and marketing communications are framed as per product features and products applications. Regulatory compliance is adhered in these communications.

Jubilant Industries Limited considers and holds the customer details in strict privacy and no breach for customer details leakage is ensured. Intellectual Property Rights (IPR) code of conduct for protection of product details and business is ensured to be aligned and agreed by each employee and concerned business partners.

The managerial responsibility for the Product Responsibility is of the Business Head of each Division and the Unit Heads at respective manufacturing locations and R&D. Legal department is responsible for ensuring all statutory compliances in domestic and international products packaging and labelling.

The Company facilitates the establishment of programs for Product Responsibility awareness and guidance of concerned employees within the Company and encourage collective action in business associations to promote respect among each other.



Customer complaints and legal notices for non-compliances are two main indicators of failures in this aspect. Legal aspects are updated by the legal department. Business Heads ensure country specific legal requirements for exports. It is reviewed annually or at the time of change in legal requirement whichever is earlier.

The Customer engagement helps in shaping a benefit service and ensures that it is delivered in response to known needs rather than perceptions. Through improved engagement with the benefit service, the Company designed the approach which targets customer needs directly.

The Company works closely with the customers and suppliers, so that services can be developed to meet local requirements in a balanced manner

The activities identified and practiced at the Company are:

- Measuring customer satisfaction
- Developing customer service data system
- Working with customers
- Helping staff to work with customer satisfaction

The collection of customer feedback from a variety of sources helps to develop a balanced view of the service. The Company collects information about customer

satisfaction from complaints forms, mystery shopping exercises and surveys at customer access points. These are used to identify quick wins and ensure that improvements are responsive to customer needs.

The Company is continuously engaged towards product safety in line with the Vision of no accidents, injuries or harm to its personnel and environment. The Company provides customers with products and services that meet their needs exactly and provides necessary information and support, so that customers can use the products safely and effectively. The products at all the locations are manufactured with highest quality standards as per the Quality Policy framed. The robust quality management systems are followed at all the units to deliver quality products to the customers.

The Company's Business does not have any non-compliance with regulations and voluntary codes concerning health and safety of its products during the reporting year. The health and safety features of Agri products are strictly adhered to as per the provisions of the Fertilizer Control Order and Pesticide Control Order for the Agri business.

For information & labelling on Single Super Phosphate (SSP) and Agrochemicals marketed, the Company strictly comply with the Fertilizer Control Order (FCO) and CIB & RC as enforced by the Ministry of



**JUBILANT**  
AGRI & CONSUMER PRODUCTS

## QUALITY POLICY

Jubilant Agri and Consumer Products Limited is engaged in design, development and sales of Polymer, Consumer and Agri products. The company is committed to:

- Continuously exploring opportunities which are appropriate for the purpose and Context of the Organization to upgrade manufacturing standard process to achieve Global Quality Standards.
- Ensuring compliance of national and international regulatory standards
- Continual improvement of Quality Management System and performance

The Quality Management System will strive to:

- Promote Quality awareness among employees, contractors & suppliers.
- Minimize Quality defects by improving controls
- Monitor, review and enhance Quality Management performance
- Provide prompt and reliable services towards total customer satisfaction
- Understand and meet Customer needs and expectations

The policy will be implemented, monitored and available in public domain.

**Manu Ahuja**  
CEO & Whole Time Director

December 01, 2018

Fertilizers and Chemicals, Government of India. The labelling regulations, as governed by the above regulations, stipulates the divulgence of information in the prescribed format on each of the parameters, contents, applications, safety, quality, usage etc. The Agribusiness division does not have any non-compliance with regulations and voluntary codes



concerning product information and labelling of any of its products during reporting year.

The customer satisfaction surveys are conducted periodically with customers in India. Consumer Products manufacturing is governed with ISO 9001: 2015 certification and customer i.e. dealer satisfaction levels are measured and tabulated as per the quality module through a structured questionnaire. Quality management processes in these manufacturing sites are regularly audited by internal certified auditors and external auditors from accredited agencies.

There are no codes or standards pertaining to market communications related to SPVA, since this is an intermediate product sold directly to end customers. However, the Company conducts its business, including marketing communication and advertising, in an ethical manner and no communication is designed violating the general advertising laws of India, be it ethical, cultural, privacy intrusion or attempts to influence vulnerable audiences. The Company keeps itself abreast with any changes brought about by the Government in this regard and reviews it every year.

Jubilant Industries Limited does not sell its products to any country where the product is banned, or the usage of which is subject to stakeholder questions or public debate. There are no incidents of non-compliance with regard to voluntary codes concerning marketing

## BRAND BUILDING- FARMER & DEALER INVOLVEMENT ACTIVITIES

### Personal selling

Farmer Meeting  
Dealer and retailer Meet

### Sales Promotion

Jeep Campaign  
Gifts Distribution (Bags)

### Advertisement and publicity

Banner , posters , leaflets  
Wall –painting  
Advertisement in Agri-  
Magazine

communication, including advertising promotion and sponsorship during the year.

There are no complaints against the Company's business with regard to breach of customer privacy and/or losses of customer data. No sanctions, administrative or judicial, or any monetary fine has been levied on the Company's business for non-compliance with laws and regulations concerning the provision and use of products manufactured and/or marketed by it.

The Company had no incident of non-compliance and has paid no fines for non-compliance with laws and regulations concerning the provision and use of products and services and marketing communications

**Jubilant Agri and Consumer Products Limited** engages with the stakeholders through extension programs and field activities at farmer level.

BTL activities like farmer meetings, kisan melas, jeep campaigns, retailer trainings/ meetings, field demonstrations and product trials are being organized at district/village level for intensive communication & interaction

Different branding tools (like crop specific POP material) are being used to showcase product range and their usage with recommendations on different crops. Various tools used for brand visibility are- Wall paintings, posters, banners and bunting.

Door to door campaigning in the season time through jeep campaigns and meetings helps educating them with useful tools and techniques from sowing till harvesting viz. field preparation, new and high yielding crop varieties, seed treatment, balanced fertilization and crop protection methods and products with their dosages and usage.

Detailed discussions are also held with farmers on the usage of Ramban products for increasing yield and bringing about an appreciable improvement in the quality and appearance of crops. They are educated on economic as well as crop and soil benefits of SSP vs DAP, Granular fertilizer, Fortified fertilizer (Boronated GSSP), Organic fertilizers & other Specialty products. Trials show that benefits extended by Ramban SSP far outweigh the input cost, bringing better profitability per acre of land to the farmers.

In field demonstrations, RAMBAN products are being used for different crops at different stages in farmer field so that they can themselves compare the results after using these products

In a demonstration conducted at Bareilly district, Ramban SSP showed visible increase in yield upon usage in Sugarcane crop as compared to DAP.

Participation in Kisan melas which are held by local government bodies plays a vital role in interaction with farmers on large scale that too at a common platform. Farm and cropping solutions are provided to the farmers through these melas.

### Farmer Meeting/ Kisan Mela





Banner / Sticker / Leaflet / Posters

Achievers Club



Leaflet



Sticker



Poster



Banner



Bunting



The SPVA product bags and pallets are labelled as per the country regulations of customer such as Food Safety Law and labelling requirement of Department of Customs of different countries. The Company strictly follows these laws and regulations. There have been no incidents of non-compliance with regard to labelling requirements of products from the countries.

In Latex business, For supplies to European Union (EU) market and South Korea market, the Safety Data Sheet (SDS) comply with Classification Labelling and Packaging (CLP) notification under Registration Evaluation and Authorisation and Restriction of Chemicals (REACH) regulation of EU and REACH regulation of Korea respectively. The Company has completed pre-registration and registration for EU REACH compliance of latex products.

'JIVANJOR' & 'CHARMWOOD' are established brands of Jubilant Agri and Consumer Products Limited. The Company believes and practices a holistic approach towards the business of its choice. Along with the attainment of financial objectives, the existence of influencer satisfaction is of the utmost importance to the brand. An effective influencer loyalty Program needs to be present and maintained with much competence. 'JIVANJOR' initiative Achievers Club is our effort towards realising this objective. We have more than 1.7 L+ Unique buyers (Since program inception) i.e. carpenters/contractors & polishers with us whom we Interact directly through our team and the call centre .



Essentially, Jivanjor Achievers Club is an endeavour on the part of Jubilant to reach out to the influencers and make them feel special for their association with the Company. It represents the Company's heartfelt gratitude and the desire to continuously evolve as a business entity. The structure leverages on state of the art App and a robust IVR system to extend a seamless user experience to the influencer segment.

**Retailers & Contractor Engagement:**

Retailers and Influencers play an important role in Consumer product business, we have been in constant touch with them to understand their needs and requirements and have conducted various engagement programs for Contractors and Dealers

**Retail branding** – The New Visual Identity was rolled out in Trade with Dealer Boards across the country.





Jivanjor connected with its consumers on the Digital landscape, with a variety of content aimed at entertaining the consumer and strengthening our Strong Jod with them.





## COMMUNITY ENGAGEMENT AND Corporate Social Responsibility

Jubilant's approach towards sustainability thrust on triple bottom line of Economic, Environmental and Social performance. Corporate Social Responsibility ('CSR') is imperative part of the company's framework for sustainability.

CSR activities at Jubilant are in accordance with the provisions of Section 135 read with Schedule VII to the Act and are implemented through Jubilant Bhatia Foundation, social development segment of Jubilant Bhartia Group, established in the year 2007.

The CSR interventions of the Company are also in line with the United Nations Sustainable Development Goals (SDGs). The CSR projects primarily lay emphasis on empowering the communities around the area of operations of the company through 4P model (Public-Private-People-Partnership). Jubilant acts a catalyst and facilitates towards implementation of the project and participation of community to bring out the optimal outcomes.

JBF's detailed activities are available on its website [www.jubilantbhartiafoundation.com](http://www.jubilantbhartiafoundation.com)



The Company has a vision to bring progressive social change through strategic multi-stakeholder and bring about a 'social change' involving knowledge generation & sharing, experiential learning and entrepreneurial ecosystem" through Jubilant Bhartia Foundation (JBF).

During the FY 2020-21, Jubilant instinctively supported its people and community around its manufacturing locations amidst COVID-19 pandemic. Jubilant Bhartia Foundation strategized and re-structured its development initiative for the people in marginalized and remote areas, supporting them to continue their life during the pandemic. The projects were

designed keeping in the safety and vulnerability of the community around the manufacturing locations.



The company catered to the first goal of SDGs through its livelihood projects. The SDG goal of No Poverty dwells in to reducing poverty in all forms which is triggered due to factors like lack of basic services, such as education, hunger, social discrimination and exclusion, and lack of participation in decision making along with lack of income



This year to enhance employability, the company implemented following key livelihood promotion activities

- JubiFarm- strengthening livelihood by facilitating access of farmers to modern and sustainable farming methods-JubiFarm is a sustainable and multi-stakeholder initiative that is conceived to enhance the profitability and generate income opportunities in farming. The initiative is recognising females as equal stakeholders of the farmland. It shall empower farmers by facilitating access to modern and sustainable farming methods. The first phase of the project initially focuses on to enhance the scope of horticulture as peripheral areas of agriculture. The project was implemented at Gajraula, Nira, Savli Bharuch and Nanjangud locations.
- Amidst the first wave of COVID-19 pandemic, the company facilitated stitching of reusable cotton mask through local women of community to enhance the livelihood opportunity. The initiative was conducted at all sites i.e. Gajraula, Nira, Savli, Bharuch Nanjangud & Roorkee
- The all women uniform stitching center project at Nanjangud continued this year as well

- Jubilant has always tried to explore opportunities for enhancing the life of the local community through local sourcing of product and services. In this series fir FY 2020-21 a major breakthrough happened at Savli in Gujarat where Neem Leaves powder is being procured through local Self Help Group of Women and having potential to create livelihood opportunity for 200 women in the surrounding area.



The project on combating malnutrition through real time growth monitoring of children of age group 0 – 5 years continued in covering 32 villages around Gajraula location in Uttar Pradesh. The initiative contributes towards the fulfilment of SDG with respect to Zero Hunger,

The project aims towards improving the nutritional status of children under the age of 5 years in target villages. The project focuses on behavior change communication and creating a supporting environment. The growth monitoring of target children is done through mobile based biometric enabled IT platform by the select women health guard (Swasthya Praharis). This is followed by the grading of the target children as per their weight. The

malnourished children are advised on improvement of diet and nutrition. The children in Severe Acute Malnutrition (SAM) category are recommended for Nutrition Rehabilitation Center (NRC), a Government health facility where SAM children are admitted and managed. Also, the company sends a pre-recorded voice messages to the expecting/pregnant mothers which includes information on their well-being and nutritional requirements.



### Good Health and Well-being –

The goal of the health programme of Jubilant is to promote health seeking behaviour and provide effective basic healthcare to the community.

The programme is operational at Gajraula in Uttar Pradesh, Nira in Maharashtra, Nanjangud in Karnataka, Samlaya & Bharuch in Gujarat which are around the manufacturing units of the Company.

The key objective of the health programme is to extend to the vulnerable communities with lack of good health services and basic information of diseases along with providing preventive and curative health service in the project areas through various initiatives like Jubilant Bhartia Foundation (JBF) medical Centre, Mobile Dispensary, JubiCare- Tele clinic and Swasthya Prahari



In the FY 2020-21, amidst vulnerable times of COVID-19 pandemic, the delivery of health services became very critical. The Company took full understanding of its role in maintaining health and well-being of the community around its manufacturing location in such situation and launch JubiCare a telemedicine app extending immediate support and delivery of healthcare services to the society in the project area to fight with the situation emerged due to pandemic COVID-19

**About JubiCare Tele-clinic-** a telemedicine application, conceptualized & developed by Jubilant Bhartia Foundation (JBF). This telemedicine interface provides a real-time Patient - Doctor consultation through text/audio/video. JubiCare app uses ICT for the exchange of information for the diagnosis and treatment of diseases by a certified medical professional. The applications aim at addressing the health issues of patients by health workers without unnecessary exposure to infections. The application provides immediate support and delivery of healthcare services to the underserved communities in rural and urban areas without travel

**Swasthya Prahari –** The Swasthya Praharis are the women health guards who are identified from the local community around the manufacturing location provide consultation to pregnant and new mothers

and also implements the initiatives for combating malnutrition in children of 0-5 years of age at Gajraula

**Community Health Services-** JBF Medical Centre (JBFMC), the healthcare facility at Gajraula equipped with Outpatient Department (OPD), Day Care, Lab Test and Directly Observed Treatment, Short course (DOTS) for Tuberculosis, Integrated Counseling and Testing Centre (ICTC), X-Ray etc. is operational for providing services to the community in vicinity.

At other locations, the basic healthcare services are provided to the community through mobile health units.



**Quality Education–** The company thrust on strengthening education and learning environment in rural areas to improve the quality of education for the rural community.

This year, following new initiatives were implemented

**E- Muskaan, Supporting Education through Digital Literacy-**ensuring the continuity in learning of students in rural areas by promoting the digital education inclusion of the last mile learners thereby facilitating cognitive growth of a child. Jubilant has partnered with iDream Social Edtech Foundation engaged in facilitating digital education in local languages to provide e-content absolutely for no cost to students

at all project 'Muskaan' schools across the locations through iDream Learning App to help in continuity of academic learning.

### Muskaan Fellowship-

**Youth Development Programme-** Muskaan Fellowship is a unique youth leadership training program developed by Jubilant Bhartia Foundation, focusing on sensitizing and enhancing the capacity of young people on community issues. The program is an intensive experiential learning journey wherein young people, Muskaan Fellows, find the leader in themselves through engaging in social action in their communities. 2020 was an unprecedented year for all. The covid-19 pandemic and its many consequences put young people in India at risk for mental health concerns, into a whirlwind of despair, despondency, and hopelessness; with the future uncertain in every arena from education to livelihood, lack of access to safe spaces, lack of capacities to neutralize feelings and a sense of control to take adaptive action. The second chapter of Muskaan Fellowship thus was envisioned as a space for young people to build resilience and form a community of young leaders who would become an enabling force for localised action. Muskaan Fellowship Chapter 2, commenced with a virtual assessment and recruitment process. 23 young people were recruited to become part of the Muskaan Fellowship, 2020-



2021 cohort. The Muskaan Fellowship alumni played a pivotal role in the mobilisation, assessment and selection of the new batch of Fellows.

The second chapter of Muskaan Fellowship comprised of a cohort of youths selected from five states i.e. Uttar Pradesh, Karnataka, Gujarat, Uttarakhand and Maharashtra completed the Muskaan Fellowship programme of FY 2020-21. These youths then helped weak students of rural primary government school allocated to them throughout the year. The program concluded with certificate distribution to the fellows who have successfully attended the program. The training partner for the program is Pravah working with young people and youth organizations to build leadership for social change and nurture active citizens, who play a positive role in society.



**Gender Equality** – The Company follows its policy of non-discrimination and ensures every one with equal access to health care, quality education, career and vocational guidance, employment, remuneration, occupational health and safety and social security etc.

The Stitching Centre projects is being operational at Nanjangud is operated by women SHG with business linkages in the Company itself. The project

continued creating positive impact by empowering several women towards economic independence economically independent.

Neem Pulverization Project at Savli & Project Swasthya Prahari (Women Health Guards are actively involved in most of the health projects at Gajraula) also contribute towards gender equality in respective communities they work for.



Water purification unit for community at Gajraula & Nanjangud has helped community to have an access to clean drinking water.

**Schwab Foundation for Social Entrepreneurship**- The Social Entrepreneur of the Year Award celebrates the advancement of social innovation Worldwide. The award recognizes the individuals and organizations who implement innovative, sustainable and large-scale solutions to address poverty, indignity and the lack of basic services and resources in Bottom of the Pyramid and ultra-poor communities. They work in areas as diverse as health, education, job creation, water, clean energy and building identity and entitlements and access to information and technology. Jubilant Bhartia Foundation in partnership with the Schwab Foundation is working towards to providing unparalleled platforms to leading social entrepreneurs as a key element for inclusive growth.

**Pravah**- JBF associated with Pravah for training of the youths under the initiative of Muskaan Fellowship-A youth development programme.

**Panasonic**- JBF continued its partnership with Panasonic is implementing a health project at Jajjhar district of Haryana

**I Dream**- Jubilant Bhartia Foundation is implementing Digital Literacy Program in association with I Dream

**HP**- JBF partnered with HP for Digital Education Program

**Safeducate Learning Pvt Ltd**- Partnered with Safeducate for online training program of rural youths on supply chain

**SADRAG**- Associated with SADRAG for employee engagement initiative



## THE WAY Forward

The Company always strive to be a responsible corporate citizen. Our endeavor is to transcend beyond compliance. The Company strives to integrate Economic development, Environmental quality and Social equity into core business practices and continues to improve its Sustainability performance.

Following is the road map to leverage sustainability in business strategy:

### 1. Community Engagement:

The Company will keep on working towards social development of the community around its manufacturing locations through Jubilant Bhartia Foundation. The thrust area of social development for the company is primary schooling in rural areas, provision of basic health care and vocational training. The Company would continue supporting "CII-Jubilant Bhartia Food and Agriculture Centre of Excellence". The efforts of the Company are in line with Social Development Goals (SDGs). Taking in cognizance of the various products manufactured by the Company, the

focus of the social development activities will be introducing projects which can provide skill based apprenticeship and improve agricultural productivity.

### 2. Resource Conservation:

Continue to drive the 3R's – Reduce, Reuse and Recycle for waste minimisation and waste disposal from manufacturing operations.

### 3. Energy Conservation and Climate change mitigation:

Continue to identify opportunities for Energy Conservation and implement measures for realising this by improving manufacturing process efficiencies, use of energy efficient equipment, cycle time reduction and batch size optimisation to reduce energy requirement and emissions.

### 4. Behavioral Safety:

Consolidate employee engagement further at sites on HSE by focusing continued on Behavioural Safety, tracking and addressing issues of unsafe act and unsafe condition by involving all the employees in the initiative and use of online reporting and tracking tool Sanchetna.

### 5. Good Governance:

Demonstrate good governance and be profitable



being accountable and transparent to enhance stakeholder confidence. Ensure investors a sustainable return on investment.

### 6. Capability Building

Attract and retain high quality workforce of diverse nature and develop a culture of belonging by encouragement, support and reward. This workforce will drive the Sustainability Mission for inclusive growth, as Company's promise of Caring, Sharing and Growing.

# THE GRI Index



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>GRI 101: Foundation 2016</b>					
<b>General Disclosures</b>					
<b>GRI 102: General Disclosures 2016</b>	<b>Organizational Profile</b>				
	102-1 Name of the organization	14	-	-	-
	102-2 Activities, brands, products, and services	16-21	-	-	-
	102-3 Location of headquarters	15	-	-	-
	102-4 Location of operations	15			
	102-5 Ownership and legal form	14, 36	-	-	-
	102-6 Markets served	14, 16, 21	-	-	-
	102-7 Scale of the organization	14	-	-	-
	102-8 Information on employees and other workers	52-53	-	-	-
	102-9 Supply chain	55	-	-	-
	102-10 Significant changes to the organization and its supply chain	14	-	-	-
	102-11 Precautionary Principle or approach	37-38	-	-	-
	102-12 External initiatives	14, 16, 17, 39, 60, 61, 63, 66	-	-	-
	102-13 Membership of associations	14, 60, 63, 66	-	-	-
	<b>Strategy</b>				
	102-14 Statement from senior decision-maker	3-4	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>General Disclosures</b>					
	102-15 Key impacts, risks, and opportunities	5-13	-	-	-
	<b>Ethics and Integrity</b>				
	102-16 Values, principles, standards, and norms of behavior	23-25	-	-	-
	102-17 Mechanisms for advice and concerns about ethics	23-25	-	-	-
	<b>Governance</b>				
	102-18 Governance structure	32-33	-	-	-
	102-19 Delegating authority	32-33	-	-	-
	102-20 Executive-level responsibility for economic, environmental, and social topics	32-33	-	-	-
	102-21 Consulting stakeholders on economic, environmental, and social topics	32-33	-	-	-
	102-22 Composition of the highest governance body and its committees	32-33	-	-	-
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	102-24 Nominating and selecting the highest governance body	32-33	-	-	-
	102-25 Conflicts of interest	32-33	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
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	102-26 Role of highest governance body in setting purpose, values, and strategy	32-33	-	-	-
	102-27 Collective knowledge of highest governance body	32-33	-	-	-
	102-28 Evaluating the highest governance body's performance	32-33	-	-	-
	102-29 Identifying and managing economic, environmental, and social impacts	32-33	-	-	-
	102-30 Effectiveness of risk management processes	32-33	-	-	-
	102-31 Review of economic, environmental, and social topics	32-33	-	-	-
	102-32 Highest governance body's role in sustainability reporting	32-33	-	-	-
	102-33 Communicating critical concerns	32-33	-	-	-
	102-34 Nature and total number of critical concerns	32-33	-	-	-
	102-35 Remuneration policies	32-33	-	-	-
	102-36 Process for determining remuneration	32-33	-	-	-
	102-37 Stakeholders' involvement in remuneration	32-33	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
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	102-38 Annual total compensation ratio	32-33	-	-	-
	102-39 Percentage increase in annual total compensation ratio	32-33	-	-	-
<b>Stakeholder Engagement</b>					
	102-40 List of stakeholder groups	28-31	-	-	-
	102-41 Collective bargaining agreements	55	-	-	-
	102-42 Identifying and selecting stakeholders	28-31	-	-	-
	102-43 Approach to stakeholder engagement	28-31	-	-	-
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<b>Reporting Practice</b>					
	102-45 Entities included in the consolidated financial statements	16	-	-	-
	102-46 Defining report content and topic Boundaries	26-27	-	-	-
	102-47 List of material topics	27	-	-	-
	102-48 Restatements of information	27	-	-	-
	102-49 Changes in reporting	26	-	-	-
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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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	102-52 Reporting cycle	26	-	-	-
	102-53 Contact point for questions regarding the report	27	-	-	-
	102-54 Claims of reporting in accordance with the GRI Standards	27	-	-	-
	102-55 GRI content index	27	-	-	-
	102-56 External assurance	27	-	-	-
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<b>Economic Performance</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	34-35	-	-	-
	103-2 The management approach and its components	34-35	-	-	-
	103-3 Evaluation of the management approach	34-35	-	-	-
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	35-36	-	-	-
	201-2 Financial implications and other risks and opportunities due to climate change	33, 34	-	-	-
<b>Topic-Specific Standards</b>					
	201-3 Defined benefit plan obligations and other retirement plans	35	-	-	-
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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>Market Presence</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	53-55	-	-	-
	103-2 The management approach and its components	53-55	-	-	-
	103-3 Evaluation of the management approach	53-55	-	-	-
<b>GRI 202: Market Presence 2016</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	55	-	-	-
	202-2 Proportion of senior management hired from the local community	55	-	-	-
<b>Indirect Economic Impacts</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	63	-	-	-
	103-2 The management approach and its components	63	-	-	-
	103-3 Evaluation of the management approach	63	-	-	-
<b>Topic-Specific Standards</b>					
<b>GRI 203: Indirect Economic Impacts</b>	203-1 Infrastructure investments and services supported	63-66	-	-	-
	203-2 Significant indirect economic impacts	63-66	-	-	-
<b>Procurement Practices</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	55	-	-	-
	103-2 The management approach and its components	55	-	-	-
	103-3 Evaluation of the management approach	55	-	-	-
<b>GRI 204: Procurement Practices</b>	204-1 Proportion of spending on local suppliers	55	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>Anti-Corruption</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	25	-	-	-
	103-2 The management approach and its components	25	-	-	-
	103-3 Evaluation of the management approach	25	-	-	-
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	55	-	-	-
	205-2 Communication and training about anti-corruption policies and procedures	55			
<b>Topic-Specific Standards</b>					
	205-3 Confirmed incidents of corruption and actions taken	55	-	-	-
<b>Anti-Competitive Behaviour</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	54-55	-	-	-
	103-2 The management approach and its components	54-55	-	-	-
	103-3 Evaluation of the management approach	54-55	-	-	-
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, +and monopoly practices	55	-	-	-
<b>GRI 300 Environmental Standard Series</b>					
<b>Materials</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
	103-2 The management approach and its components	37-38	-	-	-
	103-3 Evaluation of the management approach	37-38	-	-	-
<b>Topic-Specific Standards</b>					
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	35, 38	-	-	-
	301-2 Recycled input materials used	41-42			
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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
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<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
	103-2 The management approach and its components	37-38	-	-	-
	103-3 Evaluation of the management approach	37-38	-	-	-
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	38	-	-	-
	302-2 Energy consumption outside of the organization	-	Not Covered	Information unavailable	Will be taken up in future
	302-3 Energy intensity	38	-	-	-
	302-4 Reduction of energy consumption	38-39	-	-	-
	302-5 Reduction in energy requirements of products and services	38-39	-	-	-
<b>Topic-Specific Standards</b>					
<b>Water</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
	103-2 The management approach and its components	37-38	-	-	-
	103-3 Evaluation of the management approach	37-38	-	-	-
<b>GRI 303: Water 2016</b>	303-1 Water withdrawal by source	41-42	-	-	-
	303-2 Water sources significantly affected by withdrawal of water	41-42	-	-	-
	303-3 Water recycled and reused	41-42	-	-	-
<b>Biodiversity</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
	103-2 The management approach and its components	37-38	-	-	-
	103-3 Evaluation of the management approach	37-38	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>Topic-Specific Standards</b>					
<b>GRI 304: Biodiversity 2016</b>	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	43	-	-	-
	304-2 Significant impacts of activities, products, and services on biodiversity	43	-	-	-
	304-3 Habitats protected or restored	43	-	-	-
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	43	-	-	-
<b>Topic-Specific Standards</b>					
<b>Emissions</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
	103-2 The management approach and its components	37-38	-	-	-
	103-3 Evaluation of the management approach	37-38	-	-	-
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	39	-	-	-
	305-2 Energy indirect (Scope 2) GHG emissions	39	-	-	-
	305-3 Other indirect (Scope 3) GHG emissions	39	-	-	-
	305-4 GHG emissions intensity	39	-	-	-
	305-5 Reduction of GHG emissions	38	-	-	-
	305-6 Emissions of ozone-depleting substances (ODS)	40	-	-	-
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	40-41	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>Effluents and Waste</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
	103-2 The management approach and its components	37-38	-	-	-
	103-3 Evaluation of the management approach	37-38	-	-	-
<b>Topic-Specific Standards</b>					
<b>GRI 306: Effluents and Waste 2016</b>	306-1 Water discharge by quality and destination	41-42	-	-	-
	306-2 Waste by type and disposal method	41-42	-	-	-
	306-3 Significant spills	43	-	-	-
	306-4 Transport of hazardous waste	43	-	-	-
	306-5 Water bodies affected by water discharges and/or runoff	43	-	-	-
<b>Environmental Compliance</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	37-38	-	-	-
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<b>GRI 307: Environmental Compliance 2016</b>	307-1 Non-compliance with environmental laws and regulations	44	-	-	-
<b>Supplier Environmental Assessment</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	55	-	-	-
	103-2 The management approach and its components	55	-	-	-
	103-3 Evaluation of the management approach	55	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>Topic-Specific Standards</b>					
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	55	-	-	-
	308-2 Negative environmental impacts in the supply chain and actions taken	55	-	-	-
<b>GRI 400 Social Standard Series</b>					
<b>Employment</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	50-52	-	-	-
	103-2 The management approach and its components	50-52	-	-	-
	103-3 Evaluation of the management approach	50-52	-	-	-
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	53	-	-	-
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	52-53	-	-	-
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	103-3 Evaluation of the management approach	50-52	-	-	-
<b>GRI 402: Labor/Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	54-55	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>Occupational Health and Safety</b>					
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	103-2 The management approach and its components	45-46	-	-	-
	103-3 Evaluation of the management approach	45-46	-	-	-
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	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	49			
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	403-3 Workers with high incidence or high risk of diseases related to their occupation	49			
	403-4 Health and safety topics covered in formal agreements with trade unions	47-48	-	-	-
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<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	50-52	-	-	-
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	103-3 Evaluation of the management approach	50-52	-	-	-
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	53	-	-	-
	404-2 Programs for upgrading employee skills and transition assistance programs	53			
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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>Diversity and Equal Opportunity</b>					
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<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	53	-	-	-
	405-2 Ratio of basic salary and remuneration of women to men	53	-	-	-
<b>Non-discrimination</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	50-52	-	-	-
	103-2 The management approach and its components	50-52	-	-	-
	103-3 Evaluation of the management approach	50-52	-	-	-
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	54-55	-	-	-
<b>Freedom of Association and Collective Bargaining</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	53-55	-	-	-
	103-2 The management approach and its components	53-55	-	-	-
	103-3 Evaluation of the management approach	53-55	-	-	-
<b>Topic-Specific Standards</b>					
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	54-55	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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	103-2 The management approach and its components	53-55	-	-	-
	103-3 Evaluation of the management approach	53-55	-	-	-
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	55	-	-	-
<b>Forced or Compulsory Labor</b>					
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	103-2 The management approach and its components	53-55	-	-	-
	103-3 Evaluation of the management approach	53-55	-	-	-
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	55	-	-	-
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<b>Security Practices</b>					
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	103-2 The management approach and its components	53-55	-	-	-
	103-3 Evaluation of the management approach	53-55	-	-	-
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	55	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>Rights of Indigenous Peoples</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries		-	-	-
	103-2 The management approach and its components		-	-	-
	103-3 Evaluation of the management approach		-	-	-
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	411-1 Incidents of violations involving rights of indigenous peoples		No new plant is set-up	Not Applicable	No new plant is set-up
<b>Human Rights Assessment</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	50-52	-	-	-
	103-2 The management approach and its components	50-52	-	-	-
	103-3 Evaluation of the management approach	50-52	-	-	-
<b>GRI 412: Human Rights Assessment 2016</b>	412-1 Operations that have been subject to human rights reviews or impact assessments	55	-	-	-
	412-2 Employee training on human rights policies or procedures	51-52	-	-	-
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	54-55	-	-	-
<b>Local Communities</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	63	-	-	-
	103-2 The management approach and its components	63	-	-	-
	103-3 Evaluation of the management approach	63	-	-	-
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	63-66	-	-	-
	413-2 Operations with significant actual and potential negative impacts on local communities	63-66	-	-	-



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>Supplier Social Assessment</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	55	-	-	-
	103-2 The management approach and its components	55	-	-	-
	103-3 Evaluation of the management approach	55	-	-	-
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	55			
	414-2 Negative social impacts in the supply chain and actions taken	55			
<b>Public Policy</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries		-	-	-
	103-2 The management approach and its components		-	-	-
	103-3 Evaluation of the management approach		-	-	-
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	-	Company does not encourage such practices		
<b>Customer Health and Safety</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	56-57	-	-	-
	103-2 The management approach and its components	56-57	-	-	-
	103-3 Evaluation of the management approach	56-57	-	-	-
<b>Topic-Specific Standards</b>					
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	56-62			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	56-62			



GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>Marketing and Labeling</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	56-57	-	-	-
	103-2 The management approach and its components	56-57	-	-	-
	103-3 Evaluation of the management approach	56-57	-	-	-
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	56-62			
	417-2 Incidents of non-compliance concerning product and service information and labeling	56-62			
	417-3 Incidents of non-compliance concerning marketing communications	56-62			
<b>Topic-Specific Standards</b>					
<b>Customer Privacy</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	56-57	-	-	-
	103-2 The management approach and its components	56-57	-	-	-
	103-3 Evaluation of the management approach	57-57	-	-	-
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	56-62			
<b>Socioeconomic Compliance</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	56-57	-	-	-
	103-2 The management approach and its components	56-57	-	-	-
	103-3 Evaluation of the management approach	56-57	-	-	-
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	56-62			



# Abbreviations

<b>AIDS</b>	Acquired Immune Deficiency Syndrome	<b>KL</b>	Kilo Litres
<b>BSE</b>	Bombay Stock Exchange Limited	<b>KSA</b>	Kingdom of Saudi Arabia
<b>CFC</b>	Chloro Fluoro Carbon	<b>MSDS</b>	Material Safety Data Sheet
<b>CII</b>	Confederation of Indian Industry	<b>MT</b>	Metric tons
<b>CLP</b>	Classification Labeling and Packaging	<b>NOx</b>	Oxides of Nitrogen
<b>CSR</b>	Corporate Sustainability Report	<b>NSE</b>	National Stock Exchange of India Limited
<b>ETP</b>	Effluent Treatment Plant	<b>PPEs</b>	Personal Protective Equipments
<b>EU</b>	European Union	<b>PVA</b>	Poly Vinyl Alcohol
<b>FY</b>	Financial Year	<b>REACH</b>	Registration Evaluation Authorisation & Restriction of Chemicals
<b>GHG</b>	Greenhouse Gases	<b>SADRAG</b>	Social and Development Research and Action Group
<b>GHS</b>	Global Harmonised System	<b>SLF</b>	Secured Landfill Facility
<b>GRI</b>	Global Reporting Initiative	<b>SO<sub>2</sub></b>	Sulphur Dioxide
<b>HACCP</b>	Hazard Analysis and Critical Control Poin	<b>SOP</b>	Standard Operating Procedure
<b>HAZOP</b>	Hazard Analysis and Operability Studies	<b>SPVA</b>	Solid Poly Vinyl Acetate
<b>HCFC</b>	Hydro Chloro Fluoro Carbons	<b>SSP</b>	Single Super Phosphate
<b>HIV</b>	Human Immunodeficiency Virus	<b>tCO<sub>2e</sub></b>	Tons Carbon Dioxide Equivalent
<b>IMFL</b>	Indian Manufactured Foreign Liquor	<b>VFD</b>	Variable Frequency Drive
<b>ISO</b>	International Organization for Standardisation	<b>VP</b>	Vinyl Pyridine
<b>JBF</b>	Jubilant Bhartia Foundation		



## Feed Back Form

### Corporate Sustainability Report 2020-21

**Details of information provided on issues covered in the Report:**

Comprehensive  Adequate  Inadequate

**Suggest areas, if any where more details should be reported:**

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**Clarity of information provided in the Report:**

High  Medium  Low

**The quality of design and layout of the report:**

Excellent  Good  Average  Poor

**Your comments for adding value to the Report:**

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Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organisation: \_\_\_\_\_

Contact Address: \_\_\_\_\_

Tel: \_\_\_\_\_

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.... Bonding all for Sustainability



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