



Sustainability Report

2019-20



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# CHAIRMAN STATEMENT



The coronavirus (COVID-19) pandemic has swept the globe leaving almost no community untouched – both from a human and an economic perspective. In these uncertain times, everyone needs to come together to pool their knowledge and help businesses to survive, getting them into the best possible shape they can be and going the extra mile to protect them and their employees as far as possible.



## Dear Stakeholders,

I am sharing with you the 10th 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).

Supporting our communities has taken on even greater importance as our world has changed in ways we couldn't have imagined due to the ongoing impact of COVID-19. First and foremost, Jubilant has taken action to safeguard the health and safety of our employees and we maintain robust plans and contingencies to ensure business and operational continuity.

Jubilant is committed to develop products that are safe, durable and have minimal environmental impact. Process Optimization of equipments in SPVA Plant and installation of IE3 motors in Fertilizer plant have reduced energy intensity and GHG emission by 1321 tCO<sub>2</sub>. Our 90% of total direct energy consumed in FY19-20 came from renewable fuel - Rice husk. Use of rice husk eliminated 4640.7 MT of coal consumption



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resulting into reduction of GHG emission by 7777.8 tCO<sub>2</sub>. Apart from this, Zero Effluent Discharge has been maintained at all plants with process waste water recycled and reused and domestic waste water treated and reused for gardening.

Corporate Social Responsibility is an integral part of Company's sustainability framework. The social initiatives of the Company are being implemented through Jubilant Bhartia Foundation (JBF) which is a not for profit organization under section 25 (now section 8) of the Companies Act, established in 2007, with the mission 'to develop multi-stakeholder sustainable models to bring about a social change involving knowledge generation & sharing, experiential learning and entrepreneurial ecosystem'. The social interventions of the Company are in the realm of primary schooling in rural areas, provision of basic health care, vocational training and promoting social enterprises in India

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 Safety Award 2019 in Chemical Sector for outstanding achievement in Safety Management.

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  
21 May, 2020



# INTERNAL CONTROL SYSTEMS AND RISK MANAGEMENT



Risk-taking is an inherent trait of any enterprise. There can be no growth or creation of value in a Company without risk-taking. However, if risks are not properly managed and controlled, they can affect the Company's ability to attain its objectives. Risk management and internal financial control systems play a key role in directing and guiding the Company's various activities by continually preventing and managing risks.

## 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

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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:

- a) Purchase Committee which ensures high quality purchases at economical cost and maintains reliability of supplies from reputed Suppliers with long-term relationships.
- b) Capex Committee which ensures cost reduction with proper negotiation and monitors time & cost overrun.
- c) Credit Committee which evaluates the credit risk and approves the maximum credit which can be provided to a customer.

These committees approves 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 Secretarial department. Status of compliance is governed through an intranet based application ‘Statutory

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Compliance Reporting System' (SCRS). Respective control owners certify the compliances on a quarterly basis in SCRS and a compliance report is prepared through SCRS. The objective of the SCRS 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 as well as corporate office to safeguard its assets. The Company also carries out physical verification of its assets.

### 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 sign-off process and such certifications are re-inforced by Activity and Location Owners, as they give in-principle approval to the self-assessment by the Control Owners. Result of Controls Manager certification is prepared and presented to the audit committee every quarter 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 re-freshed in line with the change in business and regulatory requirements.





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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 Ernst & 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.



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## 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:



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## 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 & 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 & supply balance of fertilizers.

The movement of bulk fertilizers requires timely availability of carriers & 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 & 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.

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 growth in FY 2019-20. Strong plans have also been put in place to continue replicating the success of FY 2019-20 in future years.



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## 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, 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. 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 Sulphuric acid. 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



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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 de-bottlenecking 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 & thus get higher returns. Jubilant also played its role in maintaining soil health & increasing crop yields by introducing more product under FCO – Boronated Granular SSP, Zincated SSP powder form, Zincated SSP granular form, Boron & Zinc combined Granular SSP (Super Formula).

Business is also in process of launching a PROM covered under FCO and Nutri mix 10% and 6 %.

Our existing organic fertilizers in the portfolio viz. ShaktiZyme is meant for improvising soil condition in the long run & thus contributing to sustainability.



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Food Polymers & Latex business, an over-dependence on single product or few customers, may adversely impact the realisation 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 challenges of affecting this change management across the organization covering employees & even trade partners. The organization has a clear vision & the same is being communicated with conviction to all the stakeholders. The tolls to create a positive impact & succeed at Jubilant will be availability of adequate information with the employees managing the internal & 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 & 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 & assess our Talent requirements to be in line with the market & 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 & 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





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yielded a positive impact for the organization Cross-functional teams at work ensure adequacy of empathy & sensitivity across business & 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 & 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 & 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 & retailer meetings, farmer consultations/ visits, jeep campaigns, field demonstrations, kisan melas & field days. Crop & region specific POP material also aid in raising product awareness among the stakeholders.

In Wood Adhesives and Wood Finishes business, the Company competes national players with established brands as well as regional players. 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.



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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



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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 urbanisation 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 due to Force Majeure

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,



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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 & information sharing with sales staff is crucial for smooth business functioning & to avoid any gaps.

Industrial Chemical Sulphuric Acid is also facing stiff competition as the RM prices have up surged & the prices are highly volatile in nature. Hindustan Zinc Limited (HZL) produces Sulphuric Acid as a by-product of their smelting activities. HZL makes most of the demand & supply dynamics & 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 & volatility in market impact cash flows & 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.

# 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)

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The Company reported consolidated Revenue from operations of Rs. 5444.40 Million, EBITDA of Rs. 504.84 Million & Net Profit of Rs. 171.71 Million in FY 2019-20. The Basic EPS for FY 2019-20 was Rs. 12.47 Our Agri Products business reported revenue of Rs. 1861.58 Million and Performance Polymer business reported revenue of Rs. 3582.45 Million.

The total capitalisation broken down in terms of debt and equity is Rs. 1262.68 Million and Rs. 942.87 Million respectively. As on 31st March 2020, total number of 590 employees were employed by the Company.

### 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 and Research and Development (R&D)

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.





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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

## 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.



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## 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 Products** *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





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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 VIII, 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 OHSAS 18001 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:

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 & OHSAS 18001.





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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
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), Organic Granular Fertilizers- RAMBAN SHAKTI ZYME, FASAL GRO & RAMBAN NUTRA VITA and SULPHA GOLD (Sulphur 90% DP).

**FASAL GROW** was launched in June'18, It is Mycorrhiza based bio-fertilizer having Mycorrhizal culture & Bentonite granules as key raw materials. Its improves plant growth, productivity & yield and also improves uptake of nutrients especially Phosphorus leading to better nutrition for plants.







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Boronated Zincated SSP – (Superformula) & Zincated SSP (Granular & Powder) was launched In Financial year FY'19 . These products are Listed in FCO and has been included in our Product basket to address increasing zinc and boron deficiency in soil through fortification of SSP with Zinc & Boron.

Nutra-Mix 10% (Micro-nutrient Mixture) -It is a U.P state certified grade of Micro-Nutrient Mixture which is having 10% Zinc, iron-5% , Manganese-2% , Copper-1% & Boron-1%. 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. Our In-house products- Organic Granular Fertilizers (Ramban Shakti Zyme & Ramban Nutra Vita,)), 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.





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## c) Industrial Chemicals

Industrial Chemical offered by Jubilant is Sulphuric Acid ( $H_2SO_4$  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. The facility is awarded ISO 9001 AND ISO 14001 certification.

## (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



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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, Vineer, 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

## 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.



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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





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## 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







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## 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. Our capacity is 100,000 cases per month for IMFL. With a configuration of 5 automatic / semi-automatic lines we can handle all sizes of bottles.

All lines are equipped with required Vats for storage of ENA and labelling machines which provides flexibility for bottling various sizes of IMFL. We have fully equipped, state of art laboratory to support our bottling plant. Our products are manufactured at our plant in Nira.



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JACPL Gajraula plant has received GOLD AWARD in India's Prestigious Grow Care Safety Award 2019 in Chemical Sector for outstanding achievement in Safety Management





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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



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## Our Vision is driven by Our Values



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 **agility, confidence and teamwork**.



We stretch ourselves to be **cost effective** and efficient in all aspects of our operations and focus on **flawless delivery** to create and provide the best value to our stakeholders.



By sharing our knowledge and learning from each other and from the markets we serve, we will continue to surprise our stakeholders with **innovative** solutions.



With utmost care for the **environment and safety**, we will always strive to excel in the quality of our processes, our products and our services.

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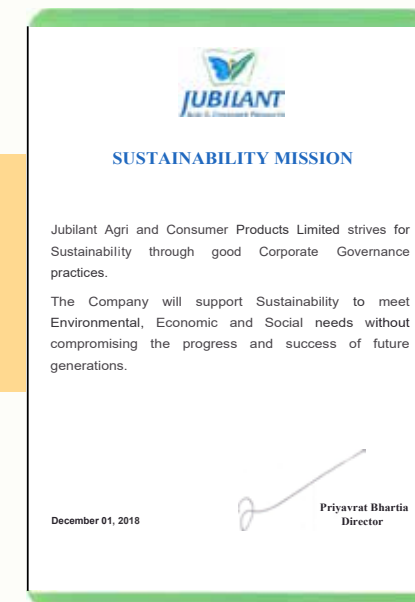
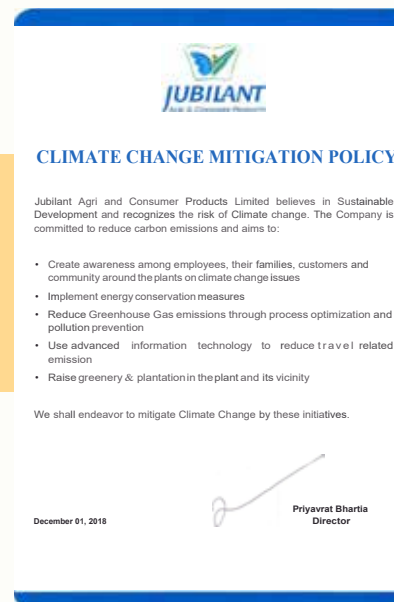
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The Company has internally developed and adopted Codes and Policies for Good Governance, these include;

- 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





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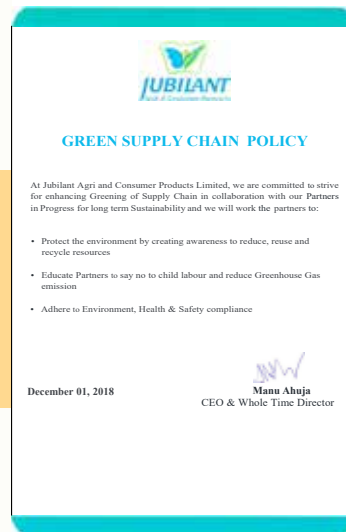
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The Company has established a Corporate Ombudsman office for sustaining high standards of Corporate Governance and ethical practices. It addresses stakeholders concerns, resolve issues efficiently and supports business adherence to the Company's values, 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





# REPORT PROFILE AND REPORTING PRINCIPLES



The Corporate Sustainability Report for Jubilant Industries Limited covers the performance period from April 1, 2019 to March 31, 2020 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, 2018 to March 31, 2019 and was Self- Assured by Independent Internal team and was Self-declared as per GRI Standards and released in Annual General Meeting held on 25th September, 2019.

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. New GRI Standards have been referred for 'Applying the Report Content Principles' in preparing the report.

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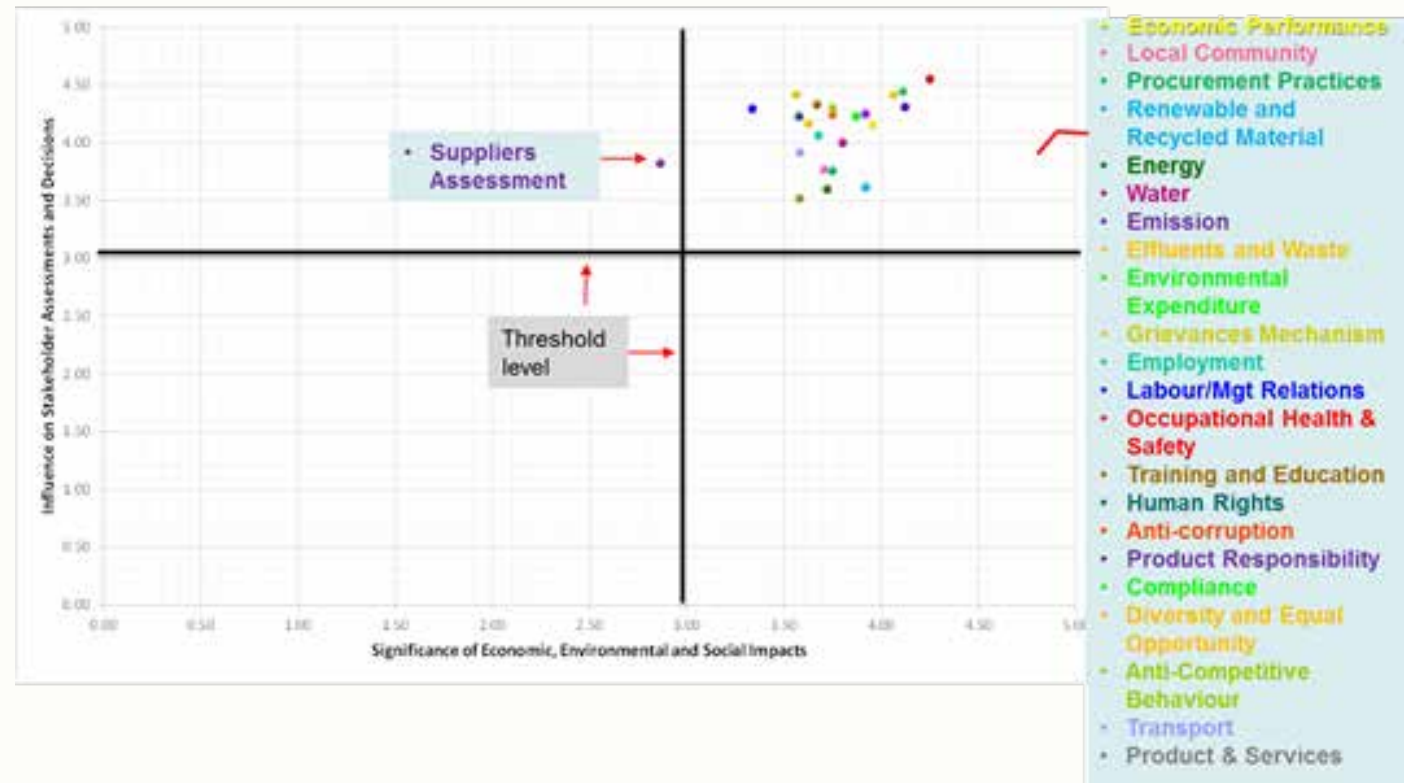
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The report covers all the five manufacturing sites i.e. Gajraula & Sahibabad in Uttar Pradesh, Kapasan in Rajasthan, Samlaya in Gujarat and Nira in Maharashtra for the performance. Jubilant Agri and Consumer Products Limited is a subsidiary Company 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.



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A set of questionnaire was framed for the Sustainability Aspects and respective indicators. Scoring for the level of significance to the Company was carried through Leadership team comprising the Business Heads, Functional Heads and manufacturing locations Unit Heads. The same questionnaire was also scored by the employees of various functions and levels across Manufacturing Units of Gajraula, Samlaya and Sahibabad, Corporate Office Business team and R&D employees, the threshold level of 3.0 on scale of 5.0 was defined to identify the significant material aspects as depicted in graph.

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 101 to 121.



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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 2019-20) 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  
Phone number: + 91 120 7186012  
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 six 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. (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. (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	KKey Dealer Program - 1549 Outlets targeted to contribute around 60% of Premium Sales
		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	On Going	This is focused to generate positive word of mouth for our products and create organic brand ambassadors within our customer segment.
		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.

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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> </ul> <p>The feedback received during such interface helps the company to develop &amp; improve products aimed at farmer requirements. .</p> <p>In FY 2019-20, No. of farmers contacted: 6000 (approx.), 2000 farmer meets, 5 retailers meetings, 7 Kisan Mela organised &amp; 11 Large Farmers meeting</p>
3	Employees / Contractors	<p>Training</p> <p>Awareness Campaign</p> <p>Medical Examination</p> <p>Safety Committee Meetings</p>	<p>As per Plant Training Plan (Monthly)</p> <p>World Environment Day (5th June)</p> <p>Safety Week (4th March)</p> <p>Annually (all employees) /</p> <p>Six Monthly (employees engaged in hazardous process)</p> <p>Quarterly</p>	<p>EEnergy Conservation and Green House Gas impact and reduction measures, Water Conservation, Waste reduction and elimination measures, Trees Plantation</p> <p>Work place Health and Safety, Hazards Identification and Risk control measures such as HAZOP, Food Safety and HACCP Safe Operation Procedures</p> <p>Occupational Health monitoring</p> <p>Safe Workplace practices, Unsafe Acts and Unsafe Conditions tracking and performance improvement</p>



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S. No.	Stakeholders	Mode of Engagement	Period of Engagement / Frequency	Issues identified / Feedback received / Action taken
4	Community / Villagers in vicinity of plants	<p>Community Interface Meet</p> <p>-Meeting with PRIs, Opinion Leaders from the local community.</p> <p>-Regular Meeting with local Community Monthly Village meetings and stakeholder engagement activities</p>	<p>Annual</p> <p>Regular (On day to day basis)</p>	<p>Community Expectation from the Company and respective Social Initiatives implemented in villages in plant vicinity;</p> <p>A) A program was organised on building trust to address the community at Gajraula. The community comprising doctors, teachers PRI members, Businessmen and opinion leaders</p> <p>B) Regular communication with community are being held at various platforms</p> <ul style="list-style-type: none"> <li>Enhancing employability through skill development: Vocational Training Program &amp; Stitching Centre with market linkages</li> <li>Strengthening local education system: Project Muskaan- Strengthening Govt Rural Primary Education System</li> <li>Jubilant Pratibha Puruskaar –Scholarship Program</li> <li>Month wise activities under project Muskaan</li> <li>Digital Literacy Program with HP Wow</li> <li>Supplementing basic healthcare facility: Swasthya Prahari Program , Static and Mobile Clinics and Malnutrition Programme</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

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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 Seven Directors, Six are Non-Executive out of which Five 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)



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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)) and GRI database.





# 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.

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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 2017-18	FY2018-19	FY2019-20
Total Revenue	4870.52	5588.96	5444.03
Agri Business Revenue	1410.52	1873.43	1861.58
Performance Polymer Revenue	3460.00	3715.53	3582.45

The revenue generation from export during FY2019-20 is Rs. 1008.64 Million which is 18.53% of the total revenue generation.



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## 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 2017-18	FY2018-19	FY2019-20
1	Process Chemicals	9510.81	5322.22	14,880.99
2	Rock Phosphate	79719.94	83557.19	96,890.13
3	Sulphur and Sulphuric acid	38767.49	43660.48	55,437.09
4	Chemicals for Latex	3885.92	5486.25	6,206.68
5	Vinyl Acetate Monomer	8940.90	9245.42	8,628.21



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

Sr. No	Products Sales Quantity (MT)	FY 2017-18	FY 2018-19	FY2019-20
1	Polymers including SPVA, latex, SPD & WF	31979.83	32832.45	33884
2	Fertilizers and Agro chemicals	127528.48	157212.41	161741
3	Sulphuric acid	42989.35	44379.21	39403
4	IMFL (KL)	3286.09	3572.74	1835.76

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

Item (Rs. In Million)	FY 2017-18	FY 2018-19	FY 2019-20
Total	3835.62	4620.31	4335.96

The staff cost as a percentage of net sales is 13.52 % for the FY 2019-20. The details regarding Salaries, Contribution to Provident Fund, Gratuity etc. are given below:

Item (Rs. In Million)	FY 2017-18	FY 2018-19	FY 2019-20
Salaries, Wages, Bonus, Gratuity & Allowances	632.46	638.21	672.71
Contribution to Provident Fund & Superannuation Fund	29.12	28.32	29.14
Employee share-based payment	2.37	1.85	0.19
Staff Welfare Expenses	35.37	32.99	33.76
<b>Total</b>	<b>699.32</b>	<b>701.37</b>	<b>735.81</b>

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

The Company's other equity including retained earnings are Rs 792.56 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.



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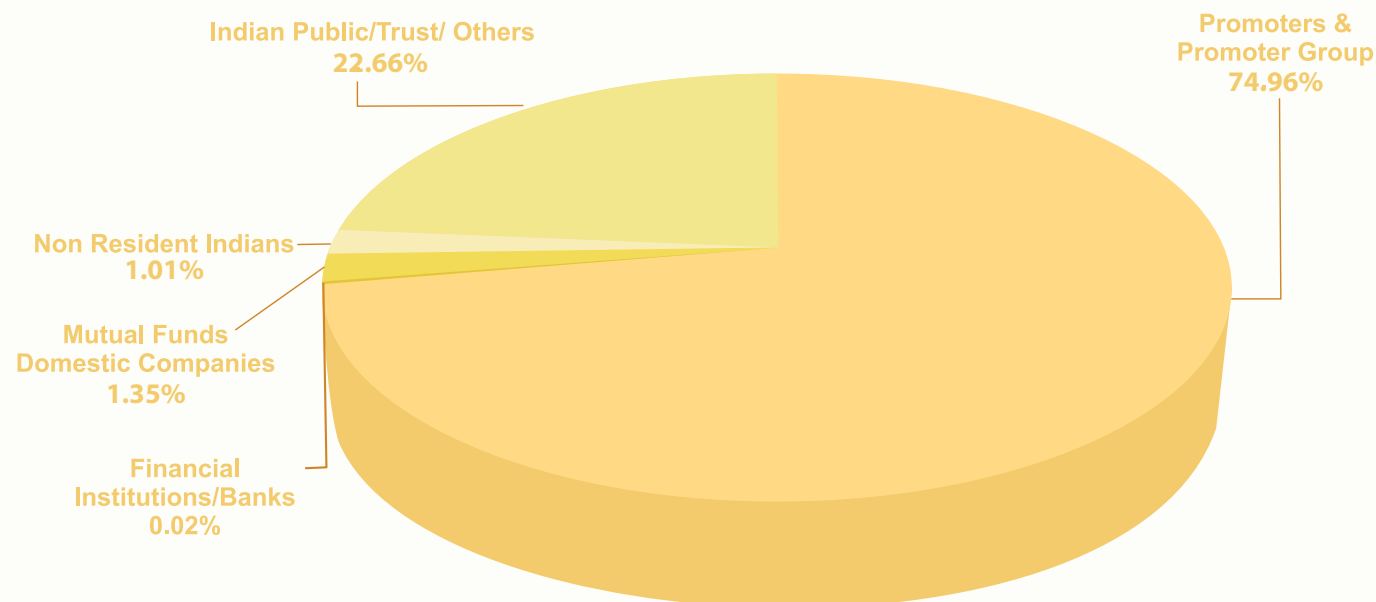
The Company receives subsidies on the sale of fertilizers. During the year 2019-20, the amount received from the Government against subsidy, is Rs 452.18 Million.

The Company received export incentives of Rs 6.91 Million as financial assistance from Government for the year 2019-20.

Shareholding Pattern of the Company as on March 31, 2020 is as under:

Promoter & Promoter Group	74.96%
Mutual Funds Domestic Companies	1.35%
Non Resident Indians	1.01%
Indian Public / Trust / Others	22.66%
Financial Institutions/Banks	0.02%

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 OHSAS 18001 and ISO 14001 through accredited auditing agencies.

Jubilant Industries Limited operations are looked after by the Managing Director as Occupier. EHS and Sustainability is overseen by Vice President 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 Vice President Manufacturing.

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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.

Vice President 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.





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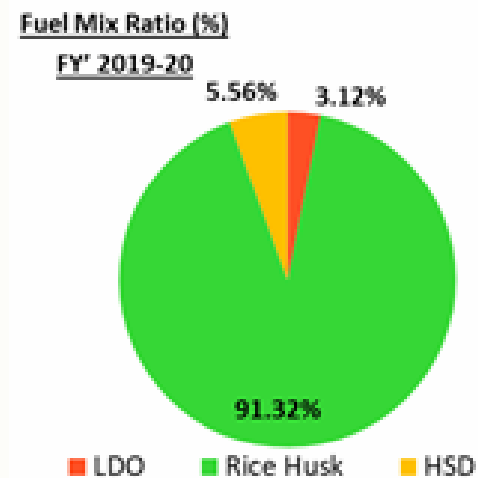
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The total direct energy consumption from fossil fuel is presented in the table.

S. No.	Parameter	Unit	Value in 2017-18	Value in 2018-19	Value in 2019-20
1	Coal	MT	Nil	Nil	Nil
	Energy	GJ	NA	NA	NA
2	High Speed Diesel (HSD)	KL	164.3	71.6	137.7
	Energy	GJ	6370	2775.2	5338.5
3	Furnace Oil (FO)	MT	47.4	Nil	Nil
	Energy	GJ	1940.8	NA	NA
4	Light Speed Diesel (LDO)	KL	16.2	66.5	68.2
	Energy	GJ	711.1	2920.5	2993.4
5	Agro Fuel (Rice Husk)	MT	4089.6	6172.1	6993.6
	Energy	GJ	51284.2	77398.1	87700.3
	Total Direct Energy consumed	GJ	60306	83094	96032

In FY'19-20 company has used more than 90 % green Fuel. Rice Husk (Agro Waste) renewable fuel usage in place of coal in Gajraula fertilizer plant. Total 4640.7 MT of coal consumption (energy equivalent to 87700 GJ) avoided through use of rice husk





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The total indirect energy consumption is presented below:

S. No.	Parameter	Unit	Value in 2017-18	Value in 2018-19	Value in 2019-20
1	Electricity purchased	KWH	16957335	16987177	17090275
	Electrical Energy purchased	GJ	61046	61154	61525
2	Steam purchased	MT	12820	15716	12663
	Energy in form of steam purchased	GJ	35895	44004	35456
	Total Indirect Energy purchased	GJ	96942	105158	96981

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 80379 MT steam has been generated and supplied to Jubilant Life Sciences Limited amounting to 225061 GJ of energy. This has reduced 13588 MT of coal consumption and also avoided 21628 tCO<sub>2</sub> emissions.

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.





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Higher specific consumption is only due to higher consumption of renewable fuel – rice husk as percentage of moisture content was higher in FY19-20.

- Various Energy Conservation initiatives have been taken across plants in FY' 2019-20;
  - Installation of Energy efficient motors in Fertilizer Plant at Gajraula
  - High efficiency pumps in cooling tower of SAP
  - Debottlenecking of K Blowers of SAP by installation of new IE3 motors with VFD
  - Optimization of power load sharing in Polymer & JLSL Kilo Lab
  - Optimization of Steam Ejectors operation at SPVA, Gajraula

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.



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

Parameters	Units	Value in 2017-18	Value in 2018-19	Value in 2019-20
Scope 1 – Direct Energy GHG Emissions	tCO2e	487	328	461
Scope 2 – Indirect Energy GHG Emissions	tCO2e	17524	18328	17592

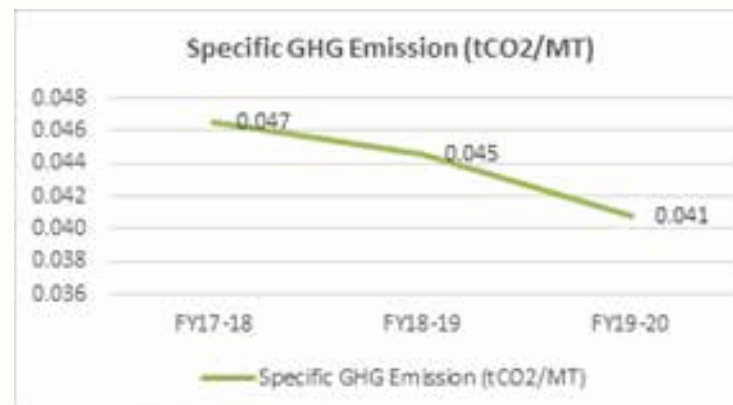
Direct Energy GHG emissions (Scope 1) are calculated referring United States Environmental Protection Agency (EPA) emission factor guidelines and Indirect Energy GHG emissions (Scope 2) are calculated using weighted average emission rate delineated in Central Electrical Authority (CEA) User Guide Version 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.







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## EARTH HOUR 2020 2030 Hrs, March 28, 2020

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. 470.95 Kg of HCFC - 22 was consumed in refrigeration and it represents 25.90 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.





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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.

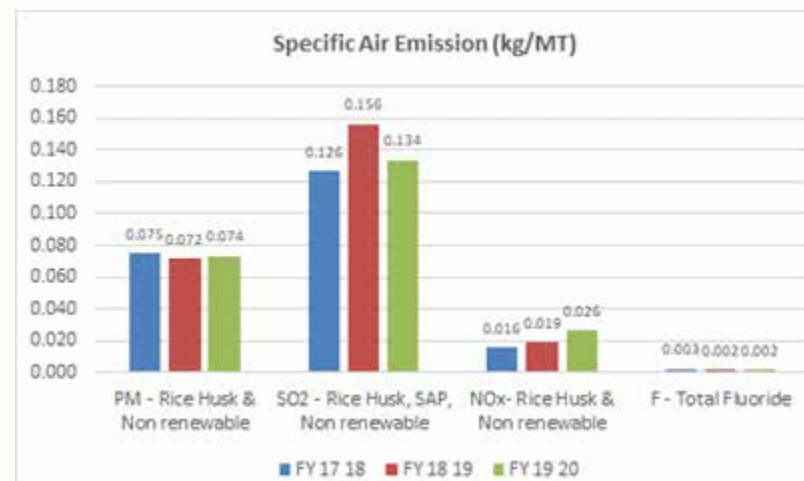
The details of these emissions are given below:

	Units	Value in 2017-18	Value in 2018-19	Value in 2019-20
PM Load	Ton	29.0	30.0	32.6
SO <sub>2</sub> Load	Ton	48.9	65.2	59.2
NO <sub>x</sub> Load	Ton	6.2	7.9	11.7
Fluoride (as F) Load	Ton	1.0	0.91	0.90

### Specific Air Emission (kg/MT)

Specific emission of SO<sub>2</sub> and Fluoride have gone down as compared to last year. Nox and Particulate Matter have slightly gone up. Adequate measures have been taken to control the same.

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.





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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 plant, online continuous monitoring system for particulate matter (PM) is installed on the stacks of Rock Dryer, 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.



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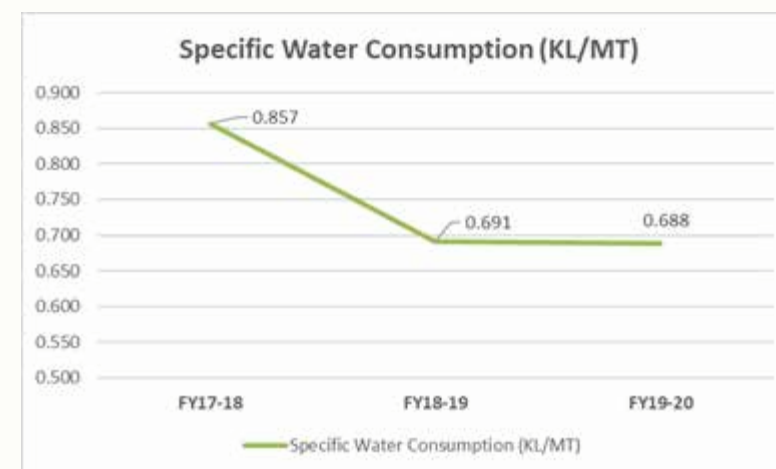
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Water consumption details are tabled below:

Sources of Raw Water consumed	Units	Value in 2017-18	Value in 2018-19	Value in 2019-20
Withdrawn from Surface	KL	3264	2972	769
Withdrawn from ground	KL	1545	4058	24417
Purchased from municipality	KL	14430	11364	9995
Purchase from Jubilant Life Sciences Limited	KL	312304	273682	269576
Total water Consumed	KL	331543	289104	304758

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 16035 KL (5.2% 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 7364 KL of industrial waste water was treated at Effluent Treatment Plant (ETP) of Jubilant Life Sciences Limited and 3659 KL of STP treated waste water is used for gardening in plant.

At Samlaya unit, 3162 KL effluent was sent to Jubilant Life Sciences Limited ETP for treatment

At Sahibabad, the treated effluent 983 KL of waste water was treated in ETP of the plant and then treated



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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 2019-20, Sulphur sludge processed: 62.845 MT out of which Sulphur recovered: 19.307 MT and the remaining waste sulphur sludge: 43.538 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 485.0 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.



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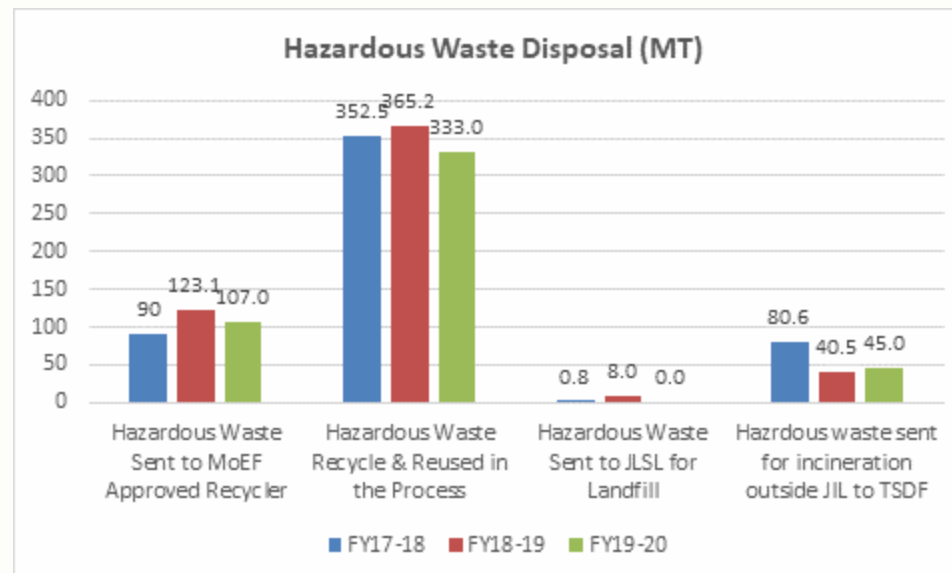
### ABBREVIATIONS

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 have 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.







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## 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 1774 trees have been planted across manufacturing units.





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### ABBREVIATIONS

## 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 2019-20.

## 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. In the reporting year, the Company's expenditure on environmental protection amounted to approximately Rs 7.13 Million.



# 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, no Reportable Accident has occurred at any manufacturing locations. 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

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Unsafe Acts. Refresher Training has been continuously provided emphasizing the importance of improving and following safe work practices. For the reporting period, total 22396 number of Unsafe Acts and Unsafe Conditions have been observed, out of which 18590 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, 2020, 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



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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.



## 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 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



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- Usage of safety protection equipment such as safety helmets, gloves, respirators
- Regular mock drills involving concerned persons
- Safety Day / Week celebrations with employees involvement



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 OHSAS 18001 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.







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## EHS Improvements

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

### Samlaya Plant (Vadodara, Gujarat)

Provision of suitable platform for movement of hoist in the plant.





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## Gajraula Plant (Uttar Pradesh)

Jubilant Gajraula Plant has adopted 59 ponds in Amroha District and provided artificial recharge structures for ground water recharge for sustainable ground water management as per CGWA guidelines.





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## 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 2019-20.

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.

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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 are 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.



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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







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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 2020 (FY 2019-20)	590	
Corporate/Branches	297	Executives = 297, Workers = 0
R&D – I	12	Executives = 12, Workers = 0
Gajraula	161	Executives = 108, Workers = 53
Samlaya	56	Executives = 47, Workers = 9
Sahibabad	48	Executives = 27, Workers = 21



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Nira	2	Executives = 2, Workers = 0
Kapasan	14	Executives = 14, Workers = 0

No. of Executives (as on 31st March 2020)	507	Gender (Executives): Male - 496, Female – 11
No. of Workers (as on 31st March 2020)	83	Gender (Workers): Male – 83

Percentage of employees in the gender category (as on 31st March 2020)	Male – 98%, Female – 2%
Percentage of employees by age group (as on 31st March 2020)	<30yrs = 17%, (30 - 50yrs) = 64%, >50yrs = 18%

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
	11	Female
No. of employees by gender that took parental leave	0	Male
	1	Female
No. of employees who returned to work after parental leave ended	1	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	



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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)	2.25	Total training man days stand to be 1024 (12288.12 Man Hours) (Training man hrs for Executives – 8448.38 hrs & Workers 3839.74 hr)
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For the reporting period, the total number of training hours for male executives is 8379 hrs and for female executives is 70 hrs. There are 11 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.	All employees in executive category except trainees receive a formal performance appraisal. As on 31st March 2020 (FY19-20), percentage of such eligible employees stand to be 89% approximately (Female – 3%, Male – 97% from the total no. of 374 covered).	
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Total number of new employees hired during reporting period	169	Male
	2	Female
Rate of new employees hired (Average Base is 78)	99%	Male
	1%	Female

Total number of new employees hired (Age group wise)	171	<30yrs = 76, (30 - 50yrs) = 92, >50yrs=3
Rate of new employees hired (Age group wise)		<30yrs = 44%, (30 - 50yrs) = 54%, >50yrs=2%



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Total number of employees leaving during reporting period	90	Male
	2	Female
Rate of employees leaving during reporting period (Base figure =92)	98%	Male
	2%	Female
Total number of employees leaving employment (Age group wise)	92	<30yrs =23, (30 - 50yrs) = 61, >50yrs = 8
Rate of employees leaving employment (Age group wise)		<30yrs = 25%, (30 - 50yrs) = 66%, >50yrs = 9%

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

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### ABBREVIATIONS

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.

- **Additional Contextual Information**







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## 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.







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### ABBREVIATIONS

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.	14%	The total no. of workers as on 31st March, 2020 across all manufacturing locations 83. 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 4 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.



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### ABBREVIATIONS

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, 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. 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 have been revised for assessment of Suppliers for Sustainability Aspects. Total 40 new raw material 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 20 numbers of suppliers and service agencies have been reviewed for human rights.



# CUSTOMER ENGAGEMENT & 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.

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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.



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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 complies with the Fertilizer Control Order (FCO) and CIB & RC as enforced by the Ministry of 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.





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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 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.

### Brand Building- Farmer & Dealer involvement activities

Personal Selling	Sales Promotion	Training	Advertising & Publicity
<ul style="list-style-type: none"><li>• Farmer Meeting</li><li>• Sales Meeting</li><li>• Work Shops</li><li>• Field Demonstrations</li></ul>	<ul style="list-style-type: none"><li>• Jeep Campaigns</li><li>• Exhibitions</li><li>• Farmer Fairs</li><li>• Product Demonstration</li></ul>	<ul style="list-style-type: none"><li>• Soil Testing Labs</li><li>• AV Technical Films</li><li>• Retailer/Dealer Meetings</li></ul>	<ul style="list-style-type: none"><li>• Banners, Posters, Leaflet</li><li>• Shop/wall / trolley paintings</li><li>• Press notes in Agri magazines</li><li>• Consumer Schemes</li></ul>





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***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, trolley, & shop paintings, bus paneling, pole posters, banners, stickers and posters.

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.

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## Retailer Meeting



## Farmer Meeting/ Kisan Mela





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## Banner / Sticker / Leaflet / Posters



**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.



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### ABBREVIATIONS

## ACHIEVERS CLUB

‘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 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.



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ABBREVIATIONS

## Retail branding





# COMMUNITY ENGAGEMENT AND CORPORATE SOCIAL RESPONSIBILITY



## Our Community

Corporate Social Responsibility ('CSR') is an imperative part of Jubilant's paradigm for sustainability. 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, a social development segment of Jubilant Bhartia Group.

The CSR interventions of the Company are structured in line with the United Nations Sustainable development Goals (SDGs), also known as Global Goals. The CSR projects are well crafted to empower the communities around the area of operations of the Company. The projects work on 4P model (Public-Private-People-Partnership). Jubilant's role is to act as a catalyst, facilitate the process and ensuring participation of community in each programme for optimal outcomes.

JBF's detailed activities are available on its website [www.jubilantbhartiafoundation.com](http://www.jubilantbhartiafoundation.com). Jubilant continues its community initiatives focussed on Education, Health, Livelihood and Social Entrepreneurship.

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## Approach-

At Jubilant Bhartia Foundation, the programmes are conceptualized in a way to ensure community engagement during implementation of the same. The Programme Coordinators at each project location keep in touch with community members which helps them to understand their needs & requirements. These interactions help the community to express their concerns and same can be intimated to the management by CSR coordinators.

The CSR programs of Jubilant aims at accomplishing the global goals and in the year 2019-20, following interventions have taken place:



The first goal of SDGs considers ending 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.

At Jubilant, it is believed that skill development, counselling and mentorship can enhance the employability of the youths. This year in order to prepare youths & women to work towards economic empowerment following initiatives have taken place:

- The Vocational Training Centers (VTC) at Nira and Nanjangud conducts training on various vocational trades like tailoring, soft skills, embroidery, paper quilling and jewelry making etc.
- Also, at Gajraula a coaching centre is being launched in the FY 2019-20 in association with a local coaching centre which runs classes to prepare students to write exams conducted for Government Jobs. 18 students have been selected for various government jobs this year.
- JBF (in association with HP- Hewlett-Packard) continued its computer literacy program at Gajraula, Bharuch, Roorkee, Nira, Nanjangud, Pantnagar and Varanasi.
- JBF initiated all women uniform stitching center at Nanjangud and Gajraula which helps women to become economically independent. The stitching center has market linkages within the company itself. The uniform of the workers in the company are being stitched by these woman groups only.



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Jubilant continued its efforts on curbing malnutrition through real time growth monitoring of children of age group 0 – 5 years at select project area. The initiative contributes towards the fulfilment of SDG with respect to Zero Hunger,

At present, this project is covering 32 villages around Gajraula location in Uttar Pradesh where Swasthya Prahari, the women health guards of JBF make an effort for growth monitoring of target children through mobile based biometric enabled IT platform. The malnourished children are graded as per the weight mentioned on the growth chart.

The Severe Acute Malnutrition (SAM) are referred to Nutrition Rehabilitation Center (NRC), a Government health facility to manage the health status of such children. These women health guards also act as a counsellor who works towards behavior change communication and creating a supporting environment to combat malnutrition in surrounding community.



The Company is in full cognizance of its role in maintaining health and well-being of the community around its manufacturing location. The major projects undertaken in the domain of basic healthcare are as below:

Swasthya Prahari – These are the health guards who 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 Tests, 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.

This year, at Nira a full body check-up of community members in 5 villages were conducted in association with an external agency. The report of the individuals is available online and it aims at improving the health issues which arise due to inadequate health care.



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Jubilant has always focused on improving the quality of education for the rural community. To improve quality of education in rural primary government schools, Jubilant continued its project 'Muskaan' at various project locations.

The project Muskaan aims at filling in the gaps in the rural primary education system and taken up following initiatives during FY 2019-20:

- The engagement with schools and students are done through various extra co-curricular activities in the rural schools.
- Jubilant continued the flagship program 'Jubilant Pratibha Puruskaar' where a monthly scholarship amount of Rs 500/- is given to meritorious students in Gajraula.
- The project aims at sustaining the interest of students to come to schools regularly through above programs by supporting infrastructure development at project schools.
- This year, following new initiatives were launched:

#### Muskaan Fellowship

**A) Youth Development Programme-** A youth development programme is a unique youth leadership-training program focusing on sensitizing and enhancing the capacity of youth on community issues, the program is an intense, experiential learning journey with experts and mentors. The participating youth have the opportunity to understand themselves and work on improving their skill as well as contribute to the society through volunteering opportunities being created by JBF around their villages.

The program is based on the objective of training youth to become next generation leaders and to mobilize the strengths of youth leader cohort to meet their potential. The program is designed to cater to two main development challenges of the country – All-round development of Youths and Quality education in schools. Program focuses on facilitating the exchange of ideas and thematic discussions, building knowledge in various fields.

The initiative aims at capacity building of rural youths who have completed their Sr. Secondary School education and enrolled for graduation program.

The selected 25 youths were called for 3 Retreat program (each for 6/4/3 days residential programme respectively in 3 quarters) at Vishwa Yuvak Kendra, Delhi for training on all round personality development





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which will include soft skills, code of conduct, reasoning along with basic and customized knowledge on English and Mathematics.

The trained young leaders went back to respective locations after each residential programme and voluntarily worked for the 'Muskaan after School Program'. Experts from JBF and Pravah, an organization working with adolescent engaged with the young minds as mentors for the entire project period of one year.

### Highlights of Muskaan Fellowship Programme

- The 'Muskaan After School Program' entails selection of weak students from class IV to VI from Muskaan schools at each location, who need help to meet their developmental & learning goals.
- Each young leader around 'Muskaan schools' situated near his/her residential location helped these selected school students in shaping their personalities and in their all-round development.
- These students were also taught fundamental mathematics and basic English language by the Young Leaders.

The first cohort of 25 youths selected from five states i.e. Uttar Pradesh, Karnataka, Gujarat, Uttarakhand and Maharashtra completed the Muskaan Fellowship programme of FY 2019-20. 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.

### Muskaan Fellowship



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- B) **DIGI MITRA-** Jubilant Bhartia Foundation(JBF) in partnership with HP has launched a unique initiative for Mobile Digital Learning. A cadre of 38 young graduates from rural communities are being engaged as 'Muskaan Fellows' (Digi Mitra) for facilitating Digital Learning platform for underprivileged students from around 200 Rural Government Schools. In addition to this on ground experience, JBF has enrolled these Muskaan Fellows for an Executive MBA programme with a Skill University (Seacom Skills University) for 2 years.



The Company adhered to 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 projects like stitching center which are run by community women are operational at Nanjangud and Gajraula with business linkages in the Company itself. The JBF initiated stitching center at Gajraula is established after observing the positive impact through empowering several women to be economically independent.

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.



The Company has established RO based drinking water supply system in surrounding communities at Gajraula and Nanjangud location under its sustainable community initiatives. This has led to sustained availability of quality drinking water amongst the community people.



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The Company engages and collaborates with several local and global organization on continuous basis. Some of the major engagements during this year with different organizations in strengthening our social development projects are like:

**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

**Start-up –** Start-up Consultants are helping Jubilant Bhartia Foundation in writing the Jury report and due diligence process of Social Entrepreneur of India Award.

**Ogaan Cancer Foundation-** In support of Elle Breast Cancer Campaign (India) Jubilant Bhartia Foundation in association with Ogaan Cancer Foundation observed Cancer Awareness Day at Jubilant.

**Rotary Blood Bank-** Jubilant Bhartia Foundation encourages its employees to contribute towards society. The employees actively participated in the voluntary Blood Donation organized in association with Rotary Blood Bank.

**HP-** Jubilant Bhartia Foundation is implementing Digital Literacy Program in association with HP Inc.

We have also partnered with agencies like Indev, Awsar India, Extra Marks and others for smooth implementation of our programs.

# 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.

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### 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.





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	102-2 Activities, brands, products, and services	21-29	-	-	-
	102-3 Location of headquarters	19	-	-	-
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	202-2 Proportion of senior management hired from the local community	80-81	-	-	-
Indirect Economic Impacts					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	92-93	-	-	-
	103-2 The management approach and its components	92-93	-	-	-
	103-3 Evaluation of the management approach	92-93	-	-	-
Topic-Specific Standards					
GRI 203: Indirect Economic Impacts	203-1 Infrastructure investments and services supported	92-98	-	-	-
	203-2 Significant indirect economic impacts	92-98	-	-	-
Procurement Practices					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	81	-	-	-
	103-2 The management approach and its components	81	-	-	-
	103-3 Evaluation of the management approach	81	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>GRI 204: Procurement Practices</b>	204-1 Proportion of spending on local suppliers	81	-	-	-
<b>Anti-Corruption</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	36-67	-	-	-
	103-2 The management approach and its components	36-67	-	-	-
	103-3 Evaluation of the management approach	36-67	-	-	-
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	80-81	-	-	-
	205-2 Communication and training about anti-corruption policies and procedures	80			
<b>Topic-Specific Standards</b>					
	205-3 Confirmed incidents of corruption and actions taken	81	-	-	-
<b>Anti-Competitive Behaviour</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	80-81	-	-	-
	103-2 The management approach and its components	80-81	-	-	-
	103-3 Evaluation of the management approach	80-81	-	-	-
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	81	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 300 Environmental Standard Series					
Materials					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-
Topic-Specific Standards					
GRI 301: Materials 2016	301-1 Materials used by weight or volume	47, 52-53	-	-	-
	301-2 Recycled input materials used	58-60			
	301-3 Reclaimed products and their packaging materials	63			
Energy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	52-53	-	-	-
	302-2 Energy consumption outside of the organization	-	Not Covered	Information unavailable	Will be taken up in future
	302-3 Energy intensity	52-53	-	-	-
	302-4 Reduction of energy consumption	53-54	-	-	-
	302-5 Reduction in energy requirements of products and services	53-54	-	-	-
<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	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-
<b>GRI 303: Water 2016</b>	303-1 Water withdrawal by source	58-59	-	-	-
	303-2 Water sources significantly affected by withdrawal of water	58-59	-	-	-
	303-3 Water recycled and reused	58-59	-	-	-
<b>Biodiversity</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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Topic-Specific Standards					
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	62	-	-	-
	304-2 Significant impacts of activities, products, and services on biodiversity	62	-	-	-
	304-3 Habitats protected or restored	62	-	-	-
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	62	-	-	-
Topic-Specific Standards					
Emissions					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-





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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	55	-	-	-
	305-2 Energy indirect (Scope 2) GHG emissions	55	-	-	-
	305-3 Other indirect (Scope 3) GHG emissions	55	-	-	-
	305-4 GHG emissions intensity	55	-	-	-
	305-5 Reduction of GHG emissions	54	-	-	-
	305-6 Emissions of ozone-depleting substances (ODS)	56	-	-	-
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	56-58	-	-	-
<b>Effluents and Waste</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-
<b>Topic-Specific Standards</b>					
<b>GRI 306: Effluents and Waste 2016</b>	306-1 Water discharge by quality and destination	58-59	-	-	-
	306-2 Waste by type and disposal method	59-60	-	-	-
	306-3 Significant spills	61	-	-	-
	306-4 Transport of hazardous waste	61	-	-	-
	306-5 Water bodies affected by water discharges and/or runoff	61	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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Environmental Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	50-51	-	-	-
	103-2 The management approach and its components	50-51	-	-	-
	103-3 Evaluation of the management approach	50-51	-	-	-
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	63	-	-	-
Supplier Environmental Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	81	-	-	-
	103-2 The management approach and its components	81	-	-	-
	103-3 Evaluation of the management approach	81	-	-	-
Topic-Specific Standards					
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	81	-	-	-
	308-2 Negative environmental impacts in the supply chain and actions taken	81	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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GRI 400 Social Standard Series					
Employment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	71-74	-	-	-
	103-2 The management approach and its components	71-74	-	-	-
	103-3 Evaluation of the management approach	71-74	-	-	-
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	76	-	-	-
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	75-76	-	-	-
	401-3 Parental leave	75	-	-	-
Topic-Specific Standards					
Labor/Management Relations					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	71-74	-	-	-
	103-2 The management approach and its components	71-74	-	-	-
	103-3 Evaluation of the management approach	71-74	-	-	-
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	80	-	-	-



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GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
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Occupational Health and Safety					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	64-65	-	-	-
	103-2 The management approach and its components	64-65	-	-	-
	103-3 Evaluation of the management approach	64-65	-	-	-
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management–worker health and safety committees	65-67	-	-	-
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	70			
Topic-Specific Standards					
	403-3 Workers with high incidence or high risk of diseases related to their occupation	70			
	403-4 Health and safety topics covered in formal agreements with trade unions	67	-	-	-
Training and Education					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	71-74	-	-	-
	103-2 The management approach and its components	71-74	-	-	-
	103-3 Evaluation of the management approach	71-74	-	-	-



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<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	76	-	-	-
	404-2 Programs for upgrading employee skills and transition assistance programs	76			
	404-3 Percentage of employees receiving regular performance and career development reviews	76-77			
<b>Topic-Specific Standards</b>					
<b>Diversity and Equal Opportunity</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	77	-	-	-
	103-2 The management approach and its components	77	-	-	-
	103-3 Evaluation of the management approach	77	-	-	-
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	80	-	-	-
	405-2 Ratio of basic salary and remuneration of women to men	80			
<b>Non-discrimination</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	71-74	-	-	-
	103-2 The management approach and its components	71-74	-	-	-
	103-3 Evaluation of the management approach	71-74	-	-	-
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	80	-	-	-





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Freedom of Association and Collective Bargaining					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	77-81	-	-	-
	103-2 The management approach and its components	77-81	-	-	-
	103-3 Evaluation of the management approach	77-81	-	-	-
Topic-Specific Standards					
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	80-81	-	-	-
Child Labor					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	77-81	-	-	-
	103-2 The management approach and its components	77-81	-	-	-
	103-3 Evaluation of the management approach	77-81	-	-	-
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	80	-	-	-



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Forced or Compulsory Labor					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	77-81	-	-	-
	103-2 The management approach and its components	77-81	-	-	-
	103-3 Evaluation of the management approach	77-81	-	-	-
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	80	-	-	-
Topic-Specific Standards					
Security Practices					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	77-81	-	-	-
	103-2 The management approach and its components	77-81	-	-	-
	103-3 Evaluation of the management approach	77-81	-	-	-
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	80	-	-	-
Rights of Indigenous Peoples					
GRI 103: Management Approach 2016	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		-	-	-



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<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	71-74	-	-	-
	103-2 The management approach and its components	71-74	-	-	-
	103-3 Evaluation of the management approach	71-74	-	-	-
<b>GRI 412: Human Rights Assessment 2016</b>	412-1 Operations that have been subject to human rights reviews or impact assessments	80-81	-	-	-
	412-2 Employee training on human rights policies or procedures	72-74	-	-	-
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	79-80	-	-	-
<b>Local Communities</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	92-93	-	-	-
	103-2 The management approach and its components	92-93	-	-	-
	103-3 Evaluation of the management approach	92-93	-	-	-
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	92-98	-	-	-
	413-2 Operations with significant actual and potential negative impacts on local communities	92-98	-	-	-



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Supplier Social Assessment					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	81	-	-	-
	103-2 The management approach and its components	81	-	-	-
	103-3 Evaluation of the management approach	81	-	-	-
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	81			
	414-2 Negative social impacts in the supply chain and actions taken	81			
Public Policy					
GRI 103: Management Approach 2016	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		-	-	-
GRI 415: Public Policy 2016	415-1 Political contributions	-	Company does not encourage such practices		
Customer Health and Safety					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	82-83	-	-	-
	103-2 The management approach and its components	82-83	-	-	-
	103-3 Evaluation of the management approach	82-83	-	-	-



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Topic-Specific Standards					
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	82-91			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	82-91			
Marketing and Labeling					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	82-83	-	-	-
	103-2 The management approach and its components	82-83	-	-	-
	103-3 Evaluation of the management approach	82-83	-	-	-
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	82-91			
	417-2 Incidents of non-compliance concerning product and service information and labeling	82-91			
	417-3 Incidents of non-compliance concerning marketing communications	82-91			
Topic-Specific Standards					
Customer Privacy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	82-83	-	-	-
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ABBREVIATIONS

GRI Standard	Disclosure	Page number(s) and/ or URL(s)	Omission		
			Part Omitted	Reason	Explanation
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	82-91			
<b>Socioeconomic Compliance</b>					
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	82-83	-	-	-
	103-2 The management approach and its components	82-83	-	-	-
	103-3 Evaluation of the management approach	82-83	-	-	-
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	82-91			



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<b>AIDS</b>	Acquired Immune Deficiency Syndrome
<b>BSE</b>	Bombay Stock Exchange Limited
<b>CFC</b>	Chloro Fluoro Carbon
<b>CLP</b>	Classification Labeling and Packaging
<b>CRM</b>	Customer Relationship Manager
<b>CSR</b>	Corporate Sustainability Report
<b>ETP</b>	Effluent Treatment Plant
<b>EU</b>	European Union
<b>FCO</b>	Fertilizer Control Order
<b>FY</b>	Financial Year
<b>GHG</b>	Greenhouse Gases
<b>GHS</b>	Global Harmonised System
<b>GRI</b>	Global Reporting Initiative
<b>HAZOP</b>	Hazard Analysis and Operability Studies
<b>HCFC</b>	Hydro Chloro Fluoro Carbons
<b>HIV</b>	Human Immunodeficiency Virus
<b>IFC</b>	Internal Financial Control
<b>IMFL</b>	Indian Manufactured Foreign Liquor
<b>ISO</b>	International Organization for Standardisation

<b>JBF</b>	Jubilant Bhartia Foundation
<b>KL</b>	Kilo Litres
<b>MSDS</b>	Material Safety Data Sheet
<b>MT</b>	Metric tons
<b>NOx</b>	Oxides of Nitrogen
<b>NSE</b>	National Stock Exchange of India Limited
<b>OHSAS</b>	Occupational Health and Safety Assessment Series
<b>PPEs</b>	Personal Protective Equipments
<b>PVA</b>	Poly Vinyl Alcohol
<b>SLF</b>	Secured Landfill Facility
<b>SO<sub>2</sub></b>	Sulphur Dioxide
<b>SOP</b>	Standard Operating Procedure
<b>SPVA</b>	Solid Poly Vinyl Acetate
<b>SSP</b>	Single Super Phosphate
<b>tCO<sub>2</sub>e</b>	Tons Carbon Dioxide Equivalent
<b>REACH</b>	Registration Evaluation Authorisation & Restriction of Chemicals
<b>UAT</b>	User Acceptance Testing

## Feed Back Form

### Corporate Sustainability Report 2019-20



**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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