

# Business Responsibility Report

[As per Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

## Introduction

The Company believes that sustainable business is founded on good Corporate Governance ('business principles'), with a triple bottom line focus i.e. economic, environmental and social performance creating value for all stakeholders, driven by robust business processes and continued growth. The Company focusses on efficient deployment of resources, including people, processes and materials for the production of safe and eco-efficient products, with a view to create value for all its stakeholders. This ensures that the Company embeds balance in its engagement with all stakeholders, keeping the community at the core of whatever the Company does.

## Section A: General Information about the Company

- Corporate Identity Number (CIN) of the Company:**  
L36992MH1948PLC014083
- Name of the Company:** Rallis India Limited
- Registered address:** 23rd Floor, Lodha Excelus, New Cuffe Parade, Off Eastern Freeway, Wadala, Mumbai - 400 037
- Website:** [www.rallis.co.in](http://www.rallis.co.in)
- E-mail id:** [investor\\_relations@rallis.com](mailto:investor_relations@rallis.com)
- Financial Year reported:** April 1, 2020 – March 31, 2021

## Section B: Financial Details of the Company

Sr. No.	Particulars	₹ in crore)	
		Standalone	Consolidated
1.	Paid-up Capital	19.45	19.45
2.	Total Turnover (Revenue from operations)	2,429.43	2,429.44
3.	Total Profit after Taxes	228.67	228.57
4.	Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	The Company's total CSR spending is ₹ 4.83 crore for FY 2020-21, which is more than 2% of the average net profit of the Company for the last three financial years.	

### 5. List of activities in which expenditure in 4 above has been incurred:

- |                                     |                              |
|-------------------------------------|------------------------------|
| (a) Covid Relief work               | (e) Education (RUBY)         |
| (b) Rainwater Harvesting (Jal Dhan) | (f) Environment (Greening)   |
| (c) Safe drinking water (Jal Mitra) | (g) Skill Development (TaRa) |
| (d) Model Tribal Village            |                              |

### 7. Sector(s) that the Company is engaged in (industrial activity code-wise):

Agri Inputs; National Industrial Classification (NIC) Code: 3808

### 8. List three key products/services that the Company manufactures/provides (as in balance sheet):

The Company principally manufactures 'Agri Inputs', comprising crop protection products, plant growth nutrients, organic compost and processing of seeds and provides agri-solutions under its **Rallis Samrudh Krishi**® ('RSK') initiative. Please visit our website [www.rallis.co.in](http://www.rallis.co.in) for complete list of our products.

### 9. Total number of locations where business activity is undertaken by the Company:

- Number of International Locations (provide details of major 5):** N.A.
- Number of National Locations:** The Company's manufacturing operations are situated at seven locations, viz. Ankleshwar and Dahej in Gujarat, Lote and Akola in Maharashtra and Malkajgiri and Medak in Telangana and Durg in Chhattisgarh.

### 10. Markets served by the Company:

The markets for the Company's products are across India. Globally, it serves markets in Asia, Latin America and Africa with some sales in Europe.



**Tata Group Affirmative Action ('AA') Policy:**

The Company works towards inclusion of socially disadvantaged and marginalised sections of society (Scheduled Castes and Scheduled Tribes). The AA interventions focus on Education, Employment, Employability, Entrepreneurship and Essential Enablers.

**Section C: Other Details**

**1. Does the Company have any Subsidiary Company/ Companies?**

Yes, the Company has only 1 foreign subsidiary as on March 31, 2021.

**2. Do the Subsidiary Company/Companies participate in the BR initiatives of the parent company? If yes, then indicate the number of such Subsidiary Company(ies)**

Operations of the subsidiary company were not at a scale that can support CSR activities.

**3. Do any other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]**

Yes, a few of the distributors of the Company continued their participation in Jal Dhan initiatives in Maharashtra. They participate and help in identifying the location, interaction with the community people, monitoring the progress of the project and provide their valuable feedback to further strengthen the project (less than 30%).

**Section D: BR Information**

**1. Details of Director/Directors responsible for BR:**

**(a) Details of Director/Directors responsible for implementation of the BR policy/policies:**

1. **DIN:** 08376952
2. **Name:** Mr. Sanjiv Lal
3. **Designation:** Managing Director & CEO

**(b) Details of the BR head:**

1. **Name:** Mr. Alok Chandra
2. **Designation:** Vice President - Human Resources & Corporate Sustainability
3. **Telephone Number:** +91 22 6232 7400
4. **E-mail id:** alok.chandra@rallis.com

**2. Principle-wise (as per NVGs) BR Policy/Policies:**

The National Voluntary Guidelines ('NVGs') on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as follows:

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- P1** Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

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  - P2** Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

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  - P3** Businesses should promote the well-being of all employees

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  - P4** Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

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  - P5** Businesses should respect and promote human rights

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  - P6** Businesses should respect, protect and make efforts to restore the environment

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  - P7** Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

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  - P8** Businesses should support inclusive growth and equitable development

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  - P9** Businesses should engage with and provide value to their customers and consumers in a responsible manner

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**(a) Details of compliance (Reply in Y/N):**

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	The spirit and intent of the Tata Code of Conduct ('TCoC') and all applicable national laws are captured in the policies articulated by the Company. In addition, they reflect the purpose and intent of the United Nations Global Compact, international standards such as Responsible Care Logo, ISO 14001 and OHSAS 18001/ISO 45001.									
4.	Has the policy been approved by the Board? If yes, has it been signed by Managing Director/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	<p><b>The Tata Code of Conduct is available at:</b>  <a href="https://www.rallis.co.in/TCoC.htm">https://www.rallis.co.in/TCoC.htm</a>.</p> <p><b>Environment, Health &amp; Safety Policy is available at:</b>  <a href="https://www.rallis.co.in/EHS_Policy.htm">https://www.rallis.co.in/EHS_Policy.htm</a>.</p> <p><b>Quality Policy is available at:</b>  <a href="https://www.rallis.co.in/QualityPolicy.htm">https://www.rallis.co.in/QualityPolicy.htm</a>.</p> <p><b>CSR Policy is available at:</b>  <a href="https://www.rallis.co.in/CSR_Policy.htm">https://www.rallis.co.in/CSR_Policy.htm</a>.</p> <p><b>Whistleblower Policy is available at:</b>  <a href="https://www.rallis.co.in/WhistleblowerPolicy.htm">https://www.rallis.co.in/WhistleblowerPolicy.htm</a>.</p>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

**(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)**

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



**3. Governance related to BR:**

- (a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assesses the BR performance of the Company. (Within 3 months, 3-6 months, annually, more than 1 year)**

3-6 Months.

- (b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Yes, the Company publishes BR Report as a part of its Annual Report. This BR Report is uploaded on the Company's website at the web link: <https://www.rallis.co.in/BRR2021.htm>.

Concern Analysis		
Status	In FY 2020-21, the Company received and addressed 10 concerns	In FY 2019-20, the Company received and addressed 11 concerns
Open	NIL	NIL

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

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

During the year, three products were launched for the benefit of Indian farming community viz. Eevee, Kriman and Flowbor.

- i. **Eevee:** It is a water suspension concentrate formulation of Insecticide-Fungicide combination for foliar application to manage lepidopteron insect pest, leaf & neck blast on rice and downy mildew, powdery mildew and anthracnose on grapes respectively-
  - First ever ready to use pre-mix Diamide insecticide & Strobilurin fungicide formulation developed and launched in India by the Company to reduce number of spray application by farmers
  - It provides excellent bio-efficacy to control both insects as well as diseases which occurs concurrently in the same crops
  - It also shows Phytotonic & Phytodyna effect which results into greening effect, healthy crop growth and more number of flowers & fruits setting on targeted crops.
- ii. **Kriman:** A fungicidal combination formulation proven to be highly effective against early blight, late blight and fruit rot of tomato and powdery mildew, downy mildew and anthracnose diseases of grapevine respectively-
  - It provides excellent disease control and also delays the resistance management
  - Meso-stemic & multi-site action contact fungicidal combination exhibits protective, curative, eradicated and long residual disease control
  - It is completely solvent, free wetttable powder formulation containing superior adjuvant and carrier – safe to handling
  - It has synergistic action with phytodyna effect.

**Section E: Principle-Wise Performance**

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

1. **Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No.**

No.

2. **Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Yes. The Policy covers not only the Company but also its associates. The Tata Code of Conduct ('TCoC') (available at <https://www.rallis.co.in/TCoC.htm>) serves as the ethical roadmap for all Tata companies. All suppliers, partners and joint ventures are expected to adopt TCoC or a joint code of conduct incorporating all elements of the TCoC. TCoC is imbibed in all aspects of the business and its dealing with various stakeholders. Training and awareness on TCoC is provided to all employees and other stakeholders are also made aware of the same from time to time.

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

A total of 10 stakeholder complaints were received in FY 2020-21. All of them have been satisfactorily resolved during the year.

**Stakeholder-wise Concerns received during FY 2020-21**

Anonymous	Nil
Contract Employee	4
Employee	4
Non-Employee	1
Vendor (Dealer)	1

- iii. **Flowbor:** Liquid Boron (B=10%) micronutrient formulation for efficient foliar application-
- It improves quality and quantity of fruit and vegetable by reducing flower drop and helps in better fruit setting
  - It is highly soluble in water and suitable for tank mix
  - Better efficiency compared to other sources of boron.
2. **For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional):**
- (a) **Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?**
- The Company has taken up energy conservation programmes involving its own team and experts from outside. After successful implementation of recommendations, every manufacturing unit has registered savings in terms of Kilowatt hour ('KWh') and utility specific consumptions.
- (b) **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**
- One initiative of the Company, 'SRI' (System for Rice Intensification), to educate farmers has not only improved the productivity of rice, but has also potentially saved almost 50% water in rice production.
3. **Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**
- As a Responsible Care Company, sourcing is covered under distribution code, which addresses efforts towards sustainable sourcing. The Company has initiated efforts in reducing the carbon footprint in sourcing and supply chain. Few examples are:
- Logistics department is concentrating more on consolidation of supplies by maximising transport space utilisation and thus reducing the number of trips and logistics cost. Mother hub is introduced at the central location and thus the same will act as distribution centre for nearby locations
  - In order to streamline logistics processes and explore possibilities of automation, a Transport Management System has been implemented in the Company
  - Alternative vendor development work is a continuous process in the Company. The Company has developed many domestic sources as alternatives for imported raw materials which has resulted in reducing the lead time as well as carbon footprint
  - The Company has started accepting deliveries in higher truck/tanker loads wherever storage capacity permits to reduce the number of trips
  - Export of key volume products has been shifted from drums to jumbo bags. This has increased volume per consignment and optimum utilisation of container space. The sourcing team has been working on developing alternate vendors for import substitutes to reduce import dependence on a particular country. Till date, the Company has successfully achieved 50% reduction in import dependence item and thus by lead time and carbon footprint reduction.
4. **Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**
- Yes, the Company has a vendor development programme, which encourages local contractors & service providers and offers them opportunities. Additionally, the Company has also promoted skills and livelihood development in the neighbouring community through various training and community development programmes. Under the TATA AA programme, the Company is aiming to source in certain cases from socially backward community and thus provide support to people from the Scheduled Caste/Scheduled Tribe wherever possible.
5. **Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**
- One of the focus areas under the Company's Corporate Sustainability Model is 'Waste reduction and reuse'. It is a long-term plan to make all units 'Zero liquid discharge units'. In this direction, substantial work has been done in all the units by adoption of newer technologies and processes. The Ankleshwar unit has achieved recycling of treated water on a consistent basis.



**Principle 3 - Businesses should promote the well-being of all employees**

- Please indicate the total number of employees:** 1,700 employees as on March 31, 2021.
- Please indicate the total number of employees hired on temporary/contractual/casual basis:** 5,801 employees as on March 31, 2021.
- Please indicate the number of permanent women employees:** 53 employees as on March 31, 2021.
- Please indicate the number of permanent employees with disabilities:** 3 employees as on March 31, 2021.
- Do you have an employee association that is recognised by management:** Yes, Rasayanki Kamdar Sangh, Ankleshwar.
- What percentage of your permanent employees are members of this recognised employee association:** 4.56% employees as on March 31, 2021.
- Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year:**

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary labour	NIL	NIL
2.	Sexual harassment	NIL	NIL
3.	Discriminatory employment	NIL	NIL

- What percentage of your under-mentioned employees were given safety and skill up-gradation training in the last year?**  
100% employees were covered for various safety trainings as on March 31, 2021.

**Principle 4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised**

- Has the Company mapped its internal and external stakeholders?**  
Yes, the Company has mapped its stakeholders as part of its stakeholder engagement process.
- Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders?**  
Yes, the Company has identified the communities which are disadvantaged, vulnerable and require focussed intervention.
- Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.**

While developing its CSR strategy, the Company has ensured that all communities benefit from the CSR activities, with special focus on groups that are socially and economically marginalised, including rural unemployed youth, women, scheduled castes and scheduled tribes. The Company focusses on AA initiatives, with 25% of total CSR budget allocated to AA action, with emphasis on employability through skill development and education. Based on need assessment in the AA community, it was recognised that basic needs like potable water, water for irrigation, electricity, sanitation, farmer safety, etc. require immediate attention. From FY 2020-21, the Company has been focussing on skill enhancement of socially and economically marginalised group with 40% gainful engagement ratio which going forward will be raised to 50%.

**Principle 5 - Businesses should respect and promote human rights**

- Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**  
The Company follows the principles of the International Declaration of Human Rights. Its policies support, respect and protect the human rights of its direct as well as indirect employees. The TCoC, adopted by Rallis, which covers its associates as well, addresses these aspects. All suppliers, partners and joint ventures are expected to adhere to these principles covered under the TCoC.



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

The Company did not receive any complaint pertaining to human rights violation.

**Principle 6 - Businesses should respect, protect and make efforts to restore the environment**

**1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?**

The Company's Environment, Health & Safety (EHS) Policy focusses on preventing/minimising adverse environmental impacts, so far as is reasonably practicable, through continual improvements in environment management systems, processes, practices and effective environment management and mitigation strategies, responding sensitively to the environmental concerns of the communities and taking necessary measures for implementing product stewardship practices. While the EHS Policy is applicable to the Company and its employees, the Company is committed to enhance awareness on environment sustainability, focussing on '3R' i.e. Reduce, Reuse and Recycle amongst its employees, associates and supply chain partners through effective engagement, communication, consultation and training.

**2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Yes/No. If yes, please give hyperlink for webpage, etc.**

Yes, the Company has adopted Tata Group's Climate Change Policy to guide organisational efforts towards mitigating and adapting to climate change. The Company is aligning itself with India's commitment to combating Climate Change i.e. Intended Nationally Determined Contributions ('INDC') and Tata Group climate change initiatives. In this direction, the Company has a long-term plan to achieve the following:

- Maximising use of renewable energy
- Reduction in specific energy consumption
- Planting two lakh saplings on 100% survival basis by FY 2021-22
- Maximising use of bio mass for generating thermal energy in each unit

The Tata Group's Climate Change Policy is available at: [https://www.rallis.co.in/Climate\\_Change\\_Policy.htm](https://www.rallis.co.in/Climate_Change_Policy.htm).

**3. Does the Company identify and assess potential environmental risks? Yes/No.**

Yes, the Company makes all efforts to identify the environmental aspects and manage the same along with its impact and continually improve its environmental performance, driven by its EHS Policy. All the manufacturing plants of the Company are certified with ISO 14001 Environmental Management Systems ('EMS') standard. Two of the Company's manufacturing units at Gujarat, Ankleshwar and Dahej are certified with ISO 50001. As a part of EMS implementation, potential environmental risks are identified and appropriate mitigation strategies to reduce the risks are in place.

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

The Company has not registered any projects under the Clean Development Mechanism.

**5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? Yes/No. If yes, please give hyperlink for webpage, etc.**

Yes, under its long-term Sustainability plans, the Company has initiated a number of green initiatives, including setting up solar power generation, moving to biomass fuelled boilers, etc. For more information, visit: <https://www.rallis.co.in/Greening.htm>.

Sunshine (Solar) Plant at Dahej is part of the long-term sustainability plan of '50% power generation using renewable source of energy'. Rallis has set up a 4.4 Megawatt peak Solar Power Plant at Dahej that established connectivity with the national grid on December 24, 2015.

Power generated from the solar plant is used by manufacturing units of the Company and group companies through grid. Based on the climatic simulation data, 'Sunshine' is expected to generate around 7.5 million units per annum. The Company has signed a Memorandum of Understanding with Tata Motors, Sanand and Gujarat Energy Transmission Corporation Limited to supply leftover power through grid. This is expected to enhance utilisation of power generated by Solar Plant within the group companies.



**6. Are the emissions/waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes, all manufacturing plants comply with the prescribed permissible limits for air emissions, effluent quality and discharge, solid and hazardous waste generation and disposal as per their Regulatory consents/authorisations.

**7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of the financial year.**

As on March 31, 2021, there were no pending show cause or legal notices received from Central Pollution Control Board or State Pollution Control Board, to the best of the Company's knowledge and understanding.

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

**1. Is your Company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with.**

Yes, Rallis is a part of the following associations:

- i. CropLife India
- iii. Confederation of Indian Industry (CII)
- iii. Indian Chemical Council (ICC)
- iv. Bombay Chambers of Commerce and Industry (BCCI)
- v. Federation of Seeds Industries of India (FSII)
- vi. IMC Chamber of Commerce and Industry

**2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No. If yes, specify the broad areas.**

Yes, from time to time, the Company takes up issues through the associations on matters of public interest and issues related to agriculture.

**Principle 8 - Businesses should support inclusive growth and equitable development**

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

As per its Sustainability Model, the Company has taken Employability embedded with Education as the major

focus area. Under Employability, the Company has two programmes, namely TATA Rallis Agri Input Training Scheme ('TRAITS') and Fixed Term Trainees ('FTT') to have a visible impact on society. This intervention nurtures and equips youth and gives them an opportunity in the Company and elsewhere, with skill sets that are in demand across organisations.

The Company through its CSR focusses on skill enhancement under its TaRa ('Tata Rallis') Initiative. Women and youths from socially disadvantaged and economically backward communities are trained in various skills and supports them in getting gainfully engaged.

The Company implements education interventions under its RUBY ('Rallis Ujjwal Bhavishya Yojana') initiative, where focus is placed on improving the quality of education and soft skill building by imparting training, exposure and informal education to students and initiated scholarship scheme for students from economically weaker section through Vidyasaarathi portal which is managed by NSDL e-Governance Infrastructure Limited, with a view to enhancing employability.

Under CSR initiatives, various educational activities have been taken up across locations, focussing on holistic development of students and providing educational aids to deprived students.

During FY 2020-21, the Company has covered 30 schools under its Education projects, benefitting 6,990 students, of which 3,500 were from the AA communities.

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

Rallis is committed to improving the quality of lives of people in the community it serves through long-term stakeholder value creation, with special focus on empowerment of communities in rural India. CSR activities at Rallis are implemented by the in-house CSR team through participatory approach involving beneficiaries, NGOs, experts or through Tata Group focus initiatives. Volunteering by the employees is focussed on and this is engrained into the team at Rallis.

**3. Have you done any impact assessment of your initiative?**

The Company carried out an impact assessment for its Jal Dhan initiative in Latur Tehsil of Maharashtra State covering 10 villages.



**4. What is your Company's direct contribution to community development projects – Amount in ₹ and the details of the projects undertaken?**

The Company has spent ₹ 4.83 crore, which is more than 2% of the average net profit of the Company for the last three financial years. The key CSR projects focussed are as under:

- (a) Covid Relief work
- (b) Rainwater harvesting (Jal Dhan)
- (c) Safe drinking water (Jal Mitra)
- (d) Model Tribal Village
- (e) Education (RUBY)
- (f) Environment (Greening)
- (g) Skill Development (TaRa)

Under rainwater harvesting and conservation projects, the main thrust is on rain-fed areas, through activities relating to rainwater harvesting and soil and water conservation. As per the topography, activities are planned and implemented like trenches, loose boulders, check-dam, deepening and de-silting and repairing of existing water structures. This intervention was started in Lote, Konkan region of Maharashtra with focus on harvesting rainwater to make villagers water sufficient, motivate small farmers to opt for second crop from available water and focussing on overall development of villagers. Rallis has scaled-up its water conservation project in Marathwada region of Maharashtra. The geographical coverage of Jal Dhan during FY 2020-21 was in 70 villages, 20 tehsils and 8 districts of Maharashtra.

Through the Jal Dhan project, more than 2.21 lakh people have benefitted across Maharashtra, out of which more than 61,000 belong to Affirmative communities. The positive impact has been seen by way of increase in groundwater levels, water availability throughout the year, sparing time and efforts of women spent in fetching water, enabling farmers to go for second and third crops, thus increasing incomes and improving livelihoods.

Along with water conservation, the Company has also focussed on afforestation, to increase groundwater level and soil conservation. So far the Company has planted more than 1,06,000 saplings with 90% survival rate.

Under Model Tribal Village initiative, so far Rallis has worked in 8 villages to convert them into model villages. Out of these 8, Rallis has exited from 2 villages. Model Tribal village concept focusses on basic amenities, capacity building, education, economic empowerment, health and entitlements. The idea of developing Tribal Model Village was not new, hence Rallis created its differentiator in mode of implementing the initiative by involving concern Tribal from day 1 in the process and programmes under Model Tribal Villages.

The Company's approach of describing the problem and carrying its need assessment through third-party and involving community in the process has played a vital role in success of this Model. The model is successful as it has been replicated in other tribal villages but local needs were given due consideration while finalising the key phases and interventions in new villages.

Going forward, these projects will be further intensified by covering additional areas in Maharashtra, Gujarat and other states.

**5. Have you taken steps to ensure that the community successfully adopts this community development initiative? Please explain in 50 words or so.**

Yes. Most of the Company's programmes are participatory in nature and focus on institution development and capacity building. For example, Jal Dhan Project, in which the Company has constructed rainwater harvesting structures and planted tree saplings has enabled the community by providing sustainable water solutions for irrigation and producing hydro power for street lighting. By involving community-based institutions in construction of water harvesting structures, the community members have developed a sense of ownership as they are involved in planning and implementation of the projects and they also contribute via "Shramdaan" in the said projects.



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

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

The product and packaging related customer complaints as received during the year are listed below. All complaints except one for International business were resolved and addressed.

Complaint Type	Domestic	International	Total	% Resolution
External	43	8	51	98
Internal	3	0	3	100
<b>Total</b>	<b>46</b>	<b>8</b>	<b>54</b>	<b>98</b>

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

The Company displays what is required as per regulatory requirements and has complied with the requirements of The Insecticides Act, 1968; The Insecticide Rules, 1971; The Fertiliser (Control) Order, 1985; The Seeds Act, 1966; The Seeds Rules, 1968; The Legal Metrology Act, 2009 and The Legal Metrology (Packaged Commodities) Rules, 2011 on respective product labels.

**3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending**

**as on end of financial year? If so, provide details thereof, in about 50 words or so.**

In the last five years, no case has been filed against the Company and there is no pending case as on the end of the financial year regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour.

**4. Did your Company carry out any consumer survey/consumer satisfaction trends?**

The Company carries out farmers and channel partners' satisfaction survey once every two years. Last survey was concluded in the month of March 2020 where an in-depth feedback was sought from over 3,000 farmers and over 500 channel partners. The Company also employed Net Promoter Score Survey as a tool to collect customer feedback. Feedback was sought from more than 11,000 farmers across 18 key states.