

Section A: General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L16005WB1910PLC001985
2.	Name of the Company	ITC Limited
3.	Year of Incorporation	1910
4.	Registered office address	Virginia House, 37 Jawaharlal Nehru Road, Kolkata 700 071
5.	Corporate office address	
6.	E-mail id	enduringvalue@itc.in
7.	Telephone	+91 33 2288 9371
8.	Website	www.itcportal.com
9.	Financial year for which reporting is being done	2021-22
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ('NSE'), BSE Limited ('BSE'), The Calcutta Stock Exchange Limited ('CSE')
11.	Paid-up capital	₹1232.33 crores (As on 31.03.2022)
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Ms. Madhulika Sharma Chief Sustainability Officer Madhulika.sharma@itc.in +91 33 2288 9371
13.	Reporting boundary	The financial disclosures made in this report are on a standalone basis, and are excerpted from the Company's Report and Accounts 2022. The data related to social performance is on a standalone basis. The environmental disclosures are based on performance of Company's Businesses, certain subsidiaries and associates, and key Third-Party Manufacturers (TPMs). The details are available in 'About this Report' section of ITC's Sustainability & Integrated Report 2022.

II. Products/services

14. Details of business activities:

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	FMCG	Cigarettes: Cigarettes, Cigars etc.	39.68%
		Others: Branded Packaged Foods Businesses (Staples & Meals; Snacks; Dairy & Beverages; Biscuits & Cakes; Chocolates, Coffee & Confectionery); Personal Care Products; Education and Stationery Products; Safety Matches and Agarbattis; Apparel.	27.01%
2.	Hotels	Hoteliering.	2.16%
3.	Agri Business	Agri-commodities such as wheat, rice, spices, coffee, soya and leaf tobacco.	20.52%
4.	Paperboards, Paper & Packaging	Paperboards, Paper including Specialty Paper & Packaging including flexibles.	10.63%

15. Products/Services sold by the entity:

S. No.	Product/Service	NIC Code	% of Total Turnover Contributed
1	Cigarettes: Cigarettes, Cigars etc.	12003, 21002, 46307	39.68%
2	Others: Branded Packaged Foods Businesses (Staples & Meals; Snacks; Dairy & Beverages; Biscuits & Cakes; Chocolates, Coffee & Confectionery); Education and Stationery Products; Personal Care Products; Safety Matches and Agarbattis; Apparel.	10202, 10304, 10308, 10402, 10501, 10502, 10504, 10509, 10611, 10612, 10712, 10732, 10733, 10735, 10740, 10750, 10792, 10795, 10796, 10798, 20231, 20233, 20234, 20236, 20237, 20239, 20293, 46491 46496, 46497, 46909, 47711	27.01%
3	Hoteliering	55101, 56101, 56301, 74909, 47110, 47190, 68200, 77400, 79900, 96010, 96020, 96905	2.16%
4	Agri-commodities such as wheat, rice, spices, coffee, soya and leaf tobacco.	12001, 10202, 10209, 10302, 10304, 10406, 10611, 10795, 20213, 46201, 46207, 46301, 46305, 46306, 47300	20.52%
5	Paperboards, Paper including Specialty Paper & Packaging including flexibles.	17015, 17016, 17093, 17022, 17029, 22203	10.63%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated.

The Company's Businesses and operations are spread across the country. Details of plant locations, including hotels owned/operated by the Company, are provided under sections 'Shareholder Information' in Company's Report and Accounts 2022, and 'About this Report' section of the Company's Sustainability & Integrated Report 2022.

17. Markets served by the entity

a. Number of locations

Location	Number
National (No. of States)	Pan-India
International (No. of Countries)	ITC exports to over 100 countries

b. What is the contribution of exports as a percentage of the total turnover of the entity?

FY 2021-22	15.77%
FY 2020-21	10.75%

c. A brief on types of customers

ITC is one of India's foremost private sector companies and a diversified conglomerate with 13 businesses spanning FMCG, Hotels, Paperboards, Paper & Packaging and Agri Businesses, and operates across both B2C and B2B segments.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

During FY 2021-22, the Company employed 49,342 employees, out of which 5,543 were female employees.

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	23,829	21,568	91%	2,261	9%
2.	Other than Permanent (E)	25,513	22,231	87%	3,282	13%
3.	Total employees (D + E)	49,342	43,799	89%	5,543	11%
WORKERS						
4.	Permanent (F)	12,734	12,102	95%	632	5%
5.	Other than Permanent (G)	25,317	22,068	87%	3,249	13%
6.	Total workers (F + G)	38,051	34,170	90%	3,881	10%

Note: Definition of employee clustering is as under:

• Permanent Employees include Management, Non-Management and Workers • Other than Permanent Employees include Service Provider Personnel (SPP), Fixed Term Contract (FTC)/Fixed Term Retainer (FTR) (Management/Non-management, worker) • Permanent Workers include only Workers • Other than Permanent Workers include SPP, FTC (Worker) • Trainees and Apprentices not included in the Workforce

b. Differently abled Employees and workers:

During FY 2021-22, the Company employed 123 differently abled employees.

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	25	21	84%	4	16%
2.	Other than Permanent (E)	98	69	70%	29	30%
3.	Total differently abled employees (D + E)	123	90	73%	33	27%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	17	15	88%	2	12%
5.	Other than Permanent (G)	32	31	97%	1	3%
6.	Total differently abled workers (F + G)	49	46	94%	3	6%

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	16	2	12.50%
Key Managerial Personnel*	6	0	0

* Comprising Chairman & Managing Director, Wholtime Directors, Chief Financial Officer and Company Secretary

20. Turnover rate for permanent employees and workers

In FY 2021-22, the overall attrition (voluntary separation, retirement, termination and abandonment of services) across employees was 10%. Gender-wise attrition stood at 9% for male employees and 18% for female employees.

	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	9%	18%	10%	7%	15%	8%	10%	19%	11%
Permanent Workers	6%	25%	7%	6%	22%	7%	7%	33%	8%

Note: The attrition amongst female workforce is higher due to personal and contextual reasons such as marriage, re-location, etc.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the Holding/Subsidiary/ Associate Companies/ Joint Ventures (A)	Indicate Whether Holding/ Subsidiary/ Associate/ Joint Venture	% of Shares Held by Listed Entity* (Refer Note)	Does the Entity Indicated at Column A, Participate in the Business Responsibility Initiatives of the Listed Entity? (Yes/No)**
1	ITC Infotech India Limited	Subsidiary	100.00	Yes
2	ITC Infotech Limited	Subsidiary	100.00	No
3	ITC Infotech (USA), Inc.	Subsidiary	100.00	No
4	Indivate Inc.	Subsidiary	100.00	No
5	Surya Nepal Private Limited	Subsidiary	59.00	Yes
6	Technico Agri Sciences Limited	Subsidiary	100.00	Yes
7	Technico Pty Limited	Subsidiary	100.00	No
8	Technico Technologies Inc.	Subsidiary	100.00	No
9	Technico Asia Holdings Pty Limited	Subsidiary	100.00	No
10	Technico Horticultural (Kunming) Co. Limited	Subsidiary	100.00	No
11	Srinivasa Resorts Limited	Subsidiary	68.00	Yes
12	Fortune Park Hotels Limited	Subsidiary	100.00	No
13	Landbase India Limited	Subsidiary	100.00	Yes
14	Bay Islands Hotels Limited	Subsidiary	100.00	Yes
15	WelcomHotels Lanka (Private) Limited	Subsidiary	100.00	No
16	Russell Credit Limited	Subsidiary	100.00	No
17	Greenacre Holdings Limited	Subsidiary	100.00	No
18	Wimco Limited	Subsidiary	100.00	No
19	Gold Flake Corporation Limited	Subsidiary	100.00	No
20	ITC Investments & Holdings Limited	Subsidiary	100.00	No
21	MRR Trading & Investment Company Limited	Subsidiary	100.00	No
22	North East Nutrients Private Limited	Subsidiary	76.00	Yes
23	Prag Agro Farm Limited	Subsidiary	100.00	No
24	Pavan Poplar Limited	Subsidiary	100.00	No
25	ITC IndiVision Limited	Subsidiary	100.00	No
26	Espirit Hotels Private Limited	Joint Venture	26.00	No
27	Logix Developers Private Limited	Joint Venture	27.90	No
28	ITC Essentra Limited	Joint Venture	50.00	No
29	Maharaja Heritage Resorts Limited	Joint Venture	50.00	No
30	Gujarat Hotels Limited	Associate	45.78	Yes
31	International Travel House Limited	Associate	48.96	No
32	Russell Investments Limited	Associate	25.43	No
33	Divya Management Limited	Associate	33.33	No
34	Antrang Finance Limited	Associate	33.33	No
35	ATC Limited	Associate	47.50	Yes
36	Delectable Technologies Private Limited	Associate	27.34 [#]	No

* held directly or through subsidiary companies.

[#] on a fully diluted basis.

Note: Refer Note 28(iii) of Consolidated Financial Statements forming part of Report and Accounts 2022, for further details on subsidiaries, associates and joint ventures.

** For details, refer to 'About this Report' section of the Company's Sustainability & Integrated Report 2022.

VI. CSR Details

22 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No).

Yes, CSR is applicable as per Section 135 of Companies Act, 2013.

(ii) Turnover of the Company for the year ended 31st March, 2022 - ₹ 59,101.09 crores

(iii) Net worth of the Company as at 31st March, 2022 - ₹ 60,545.55 crores (computed as per the Companies Act, 2013)

VII. Transparency and Disclosures Compliances

23. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC).

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No)	FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes. ITC's Social Investments Programme (SIP) has a structured process of engaging with the communities to get feedback on the interventions and also understand if they have any views, issues, complaints and grievances related to these interventions. During FY 2021-22, no grievances were raised by the communities during such interactions.			
Shareholders and Investors	<p>Yes. The Company has an Investor Service Centre ('ISC') which is registered with the SEBI as Category II Share Transfer Agent for providing in-house share registration and related services to the Shareholders and Investors. ISC has effective systems and processes in place to ensure prompt redressal of investor grievances, as follows:</p> <p>(a) The Head of Investor Service Centre of the Company is responsible for redressal of investor grievances.</p> <p>(b) The Company has a specific e-mail address earmarked for receiving investor complaints which is isc@itc.in.</p> <p>(c) The 'Investor Charter' of the Company and the status of investor complaints received by the Company are available on its website.</p> <p>(d) A Board Level Committee viz., the Security Holders Relationship Committee, has been mandated to oversee redressal of investor grievances, and review adherence to the service standards adopted by the Company in respect of its in-house share registration activities.</p> <p>(e) ISC has a 'Complaint Identification Policy' for identification of investor complaints. Further, ISC attends to shareholder/investor complaints within five working days, except where constrained by disputes or legal impediments.</p> <p>(f) Details of investor complaints received by the Company are filed on a quarterly basis with the Stock Exchanges where the Company's shares are listed, and with the SEBI on a half-yearly basis.</p> <p>During FY 2021-22, one complaint relating to delay in recording of Permanent Account Number of a Shareholder was received and promptly resolved.</p> <p>There were no shareholder/investor complaints pending for resolution at the end of the year.</p>			

<p>Employees and workers</p>	<p>Yes. To address employee concerns and complaints pertaining to human rights and labour practices, a Grievance Redressal Procedure with appropriate systems and mechanisms has been instituted across ITC units. It aims to facilitate open and structured discussions on grievances raised on labour practices and human rights. The implementation is ensured by Divisional/SBU Chief Executives, through members of the respective Management Committees.</p> <p>During FY 2021-22, there were 212 complaints received across the Businesses, and 206 such complaints were resolved. 6 are pending resolution at the close of the year.</p>
<p>Consumers, Shoppers & Retailers</p>	<p>Yes. Robust systems have been put in place across ITC Businesses to continuously engage with consumers for gathering feedback and address their concerns, if any, in a timely manner. A dedicated customer interactions team is in place to address any product related query/complaint. Several communication channels like email, telephone number and feedback forms are provided to the consumers. In addition, the Company has an online reputation management team which interacts with consumers via social media channels, and responds to their queries in a real time manner. A Customer Relationship Management (CRM) platform has been implemented for capturing customer complaints, queries, feedback and suggestions received across channels. The CRM platform also provides consumer insights for bringing about process related changes, and system enhancements for improving the CSAT (Customer Satisfaction) scores.</p> <p>During FY 2021-22, around 10,000 complaints were received across Businesses, and more than 97% of these were resolved as on 31st March, 2022.</p>
<p>Value Chain Partners</p>	<p>Yes. As per the Company's Code of Conduct for Suppliers and Service Providers, they are expected to bring to the notice of the manager concerned at ITC, any actual or suspected breach of the Code. Suppliers and Service Providers are encouraged to report any known or suspected improper behaviour of ITC employees. Such reports are treated in a confidential manner.</p>

The Company policies are hosted on the website at <https://www.itcportal.com/about-itc/policies/index.aspx>

24. Overview of the entity's material responsible business conduct issues

In order to identify the material issues including environmental and social ones, and understand the relative importance of these issues to its stakeholders and ITC Businesses, the Company conducts materiality assessments, and accordingly devise specific action plans for addressing each material issue at regular intervals. Such assessments help in identifying key drivers for value creation over a period of time. In FY 2019-20, ITC engaged with a diverse set of internal and external stakeholders in order to update its materiality matrix. Going forward, ITC will continue to engage with its key internal and external stakeholders on an ongoing basis to ensure a more dynamic materiality assessment.

As a diversified enterprise, ITC continues to focus on a system-based approach to Business Risk Management. The management of risk is embedded in the corporate strategies of developing a portfolio of world-class Businesses that best match organisational capability with market opportunities, focusing on building distributed leadership and succession planning processes, nurturing talent and enhancing organisational capabilities through timely developmental inputs.

For more information on Risk Management Framework and ITC's materiality matrix, refer to the 'Risk Management Section' of the Report of the Board of Directors forming part of ITC's Report and Accounts 2022, and 'Strategic Risk Management' and 'Material Issues' sections of ITC Sustainability & Integrated Report 2022.