



# Enduring Value

NATION FIRST: SAB SAATH BADHEIN

## Q1 FY22 Results

24<sup>th</sup> July, 2021



Enduring Value

## Forward-Looking Statements

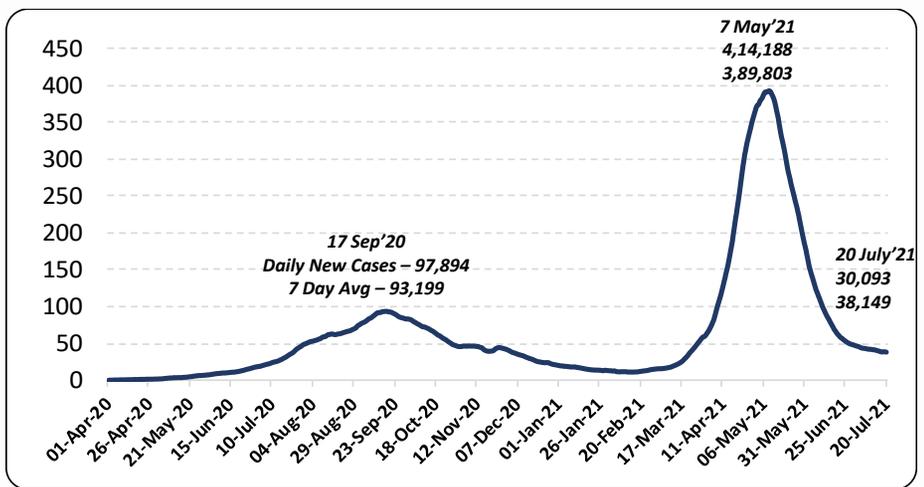
*This presentation contains certain forward-looking statements including those describing the Company's strategies, strategic direction, objectives, future prospects, estimates etc. Investors are cautioned that "forward looking statements" are based on certain assumptions of future events over which the Company exercises no control. Therefore there can be no guarantee as to their accuracy and readers are advised not to place any undue reliance on these forward looking statements. The Company undertakes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise. These statements involve a number of risks, uncertainties and other factors that could cause actual results or positions to differ materially from those that may be projected or implied by these forward looking statements. Such risks and uncertainties include, but are not limited to: growth, competition, acquisitions, domestic and international economic conditions affecting demand, supply and price conditions in the various businesses in the Company's portfolio, changes in Government regulations, tax regimes and other statutes, and the ability to attract and retain high quality human resource.*

# Covid 2.0: More Intense & Widespread

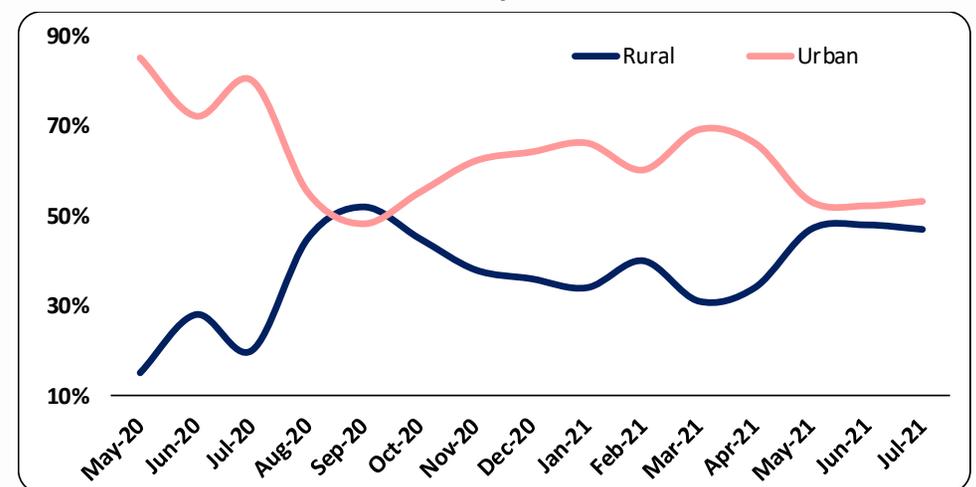
# Sharp Rise in Daily Cases Severe Impact in April & May '21



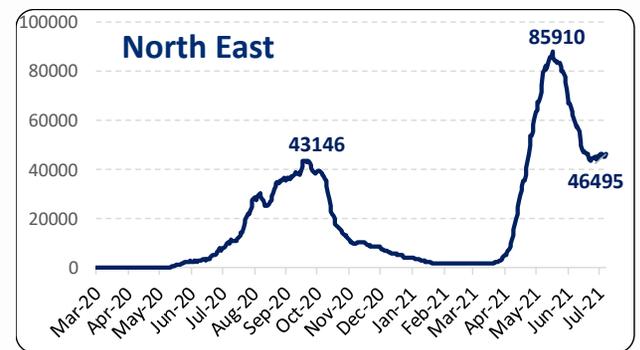
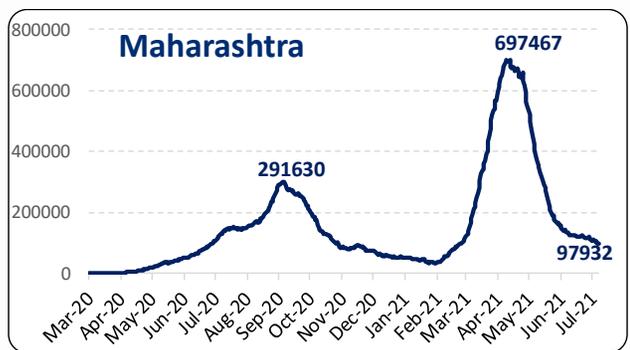
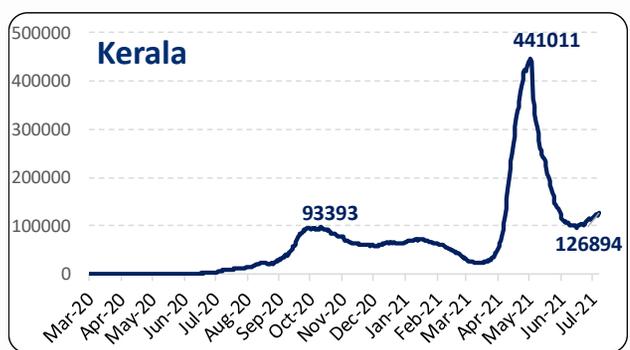
**India: New Cases – Moving 7-day Average**



**Rural Vs. Urban (% Share of Daily Cases)**

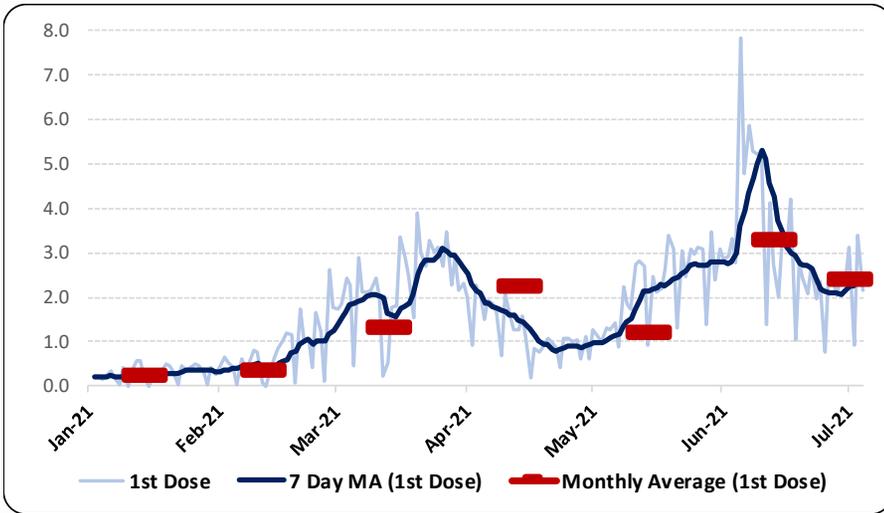


**Active Cases**

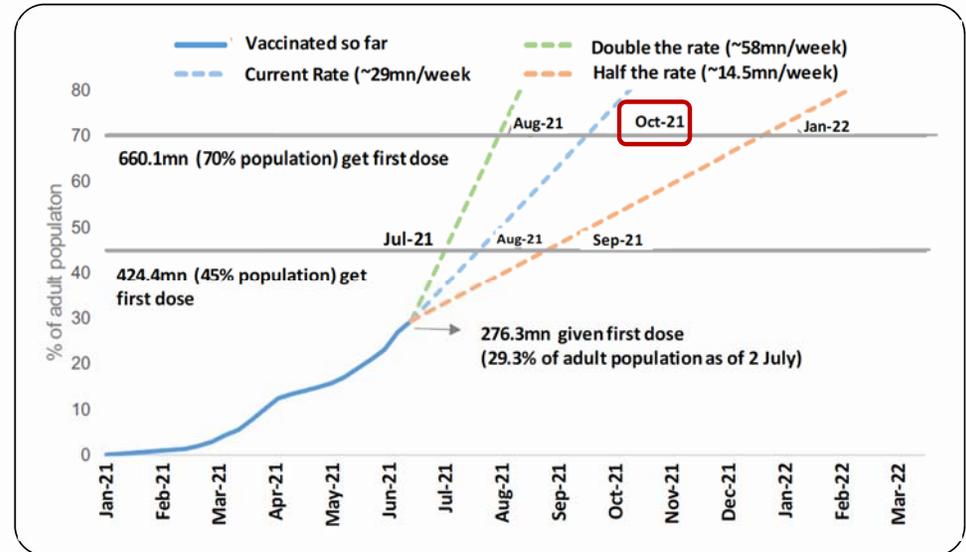


# Pace of Vaccination: A Key Monitorable

**Vaccination Tracker** (in Millions)



**70% of adult population to receive 1<sup>st</sup> dose by Oct 21 (at current pace)**



Source: Morgan Stanley, July'21

740 million additional doses ordered for Aug-Dec period  
Vaccine supply constraints expected to ease from August

**Third Wave – An Imponderable**



- **SUTRA:** October – November '21
- **SBI Research:** August 2<sup>nd</sup> week
- Likely to be **shorter & less severe**

# Sharp Drop in Economic Activity in Apr/May'21 Recovery Since June'21

# Subdued Sentiments

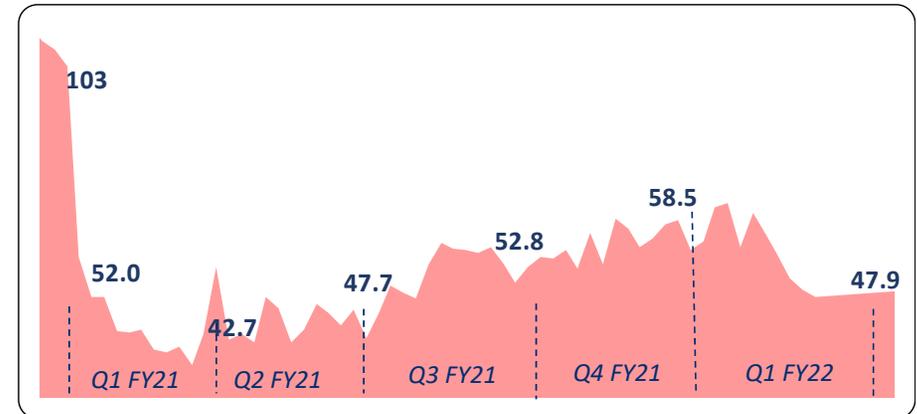


### Nomura India Business Resumption Index (NIBRI)

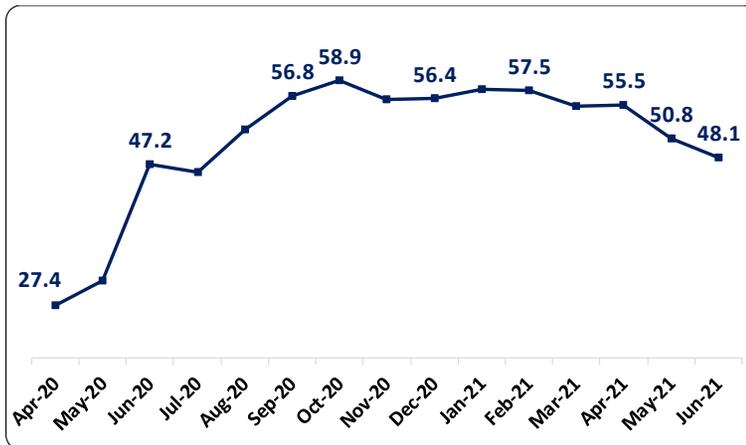


Qtrly Avg.	Mar 20	Jun 20	Sep 20	Dec 20	Mar 21	Jun 21
NIBRI	93.0	54.9	74.2	86.4	95.4	74.9

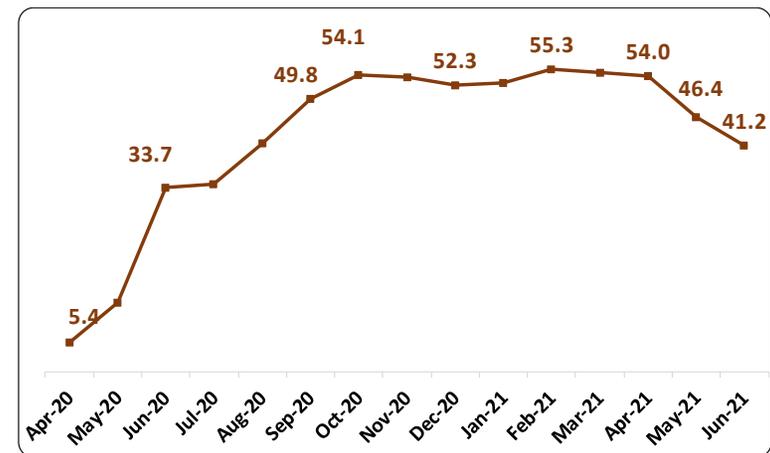
### CMIE Consumer Sentiment Index Source : CMIE



### Manufacturing PMI (> 50 denotes improvement)



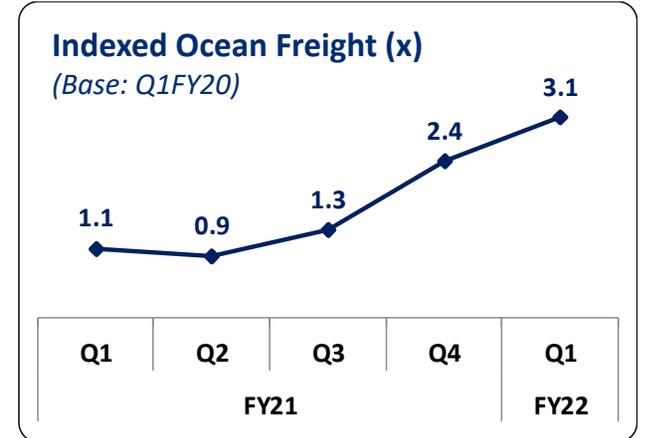
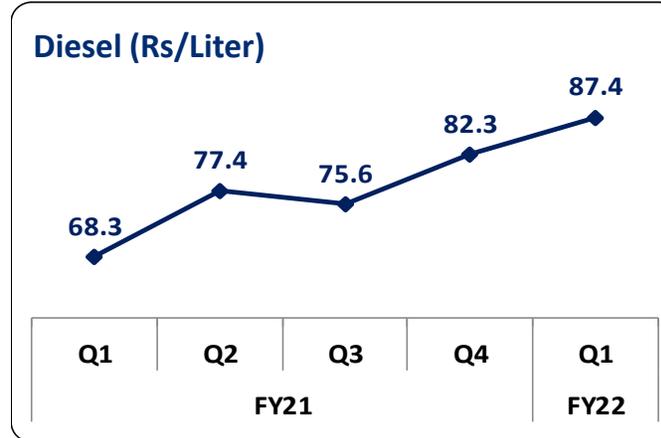
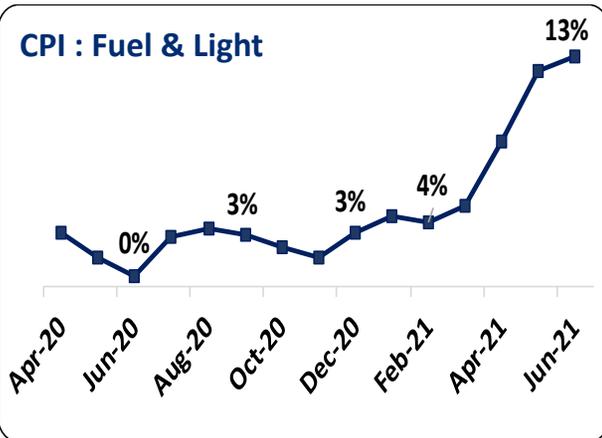
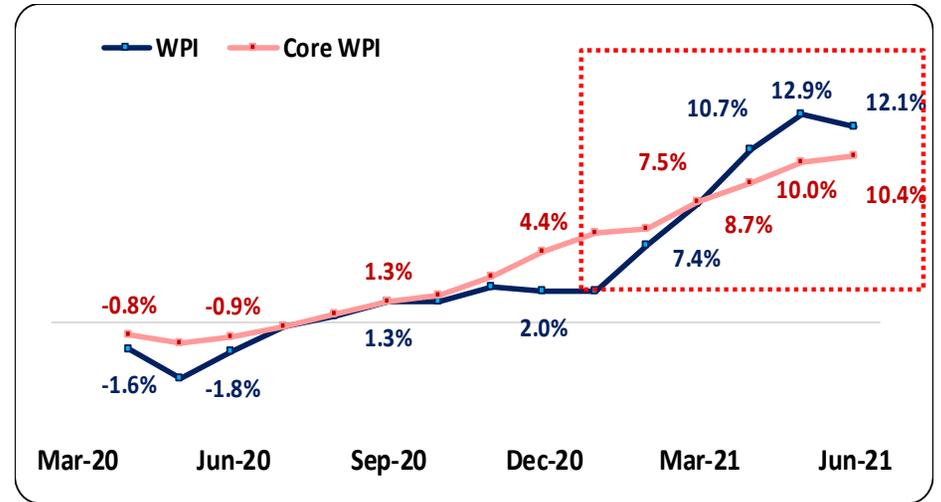
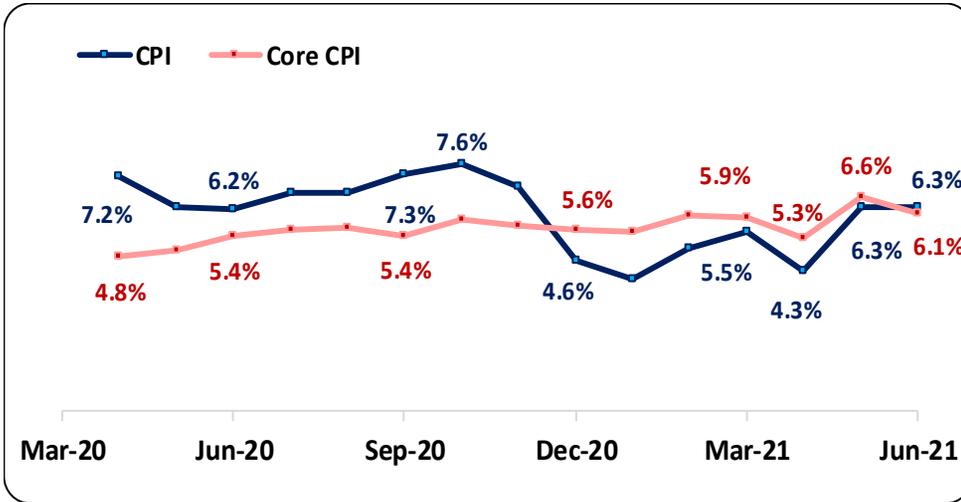
### India Services PMI (> 50 denotes improvement)



Source : IHS Market

## Strong Inflationary Headwinds

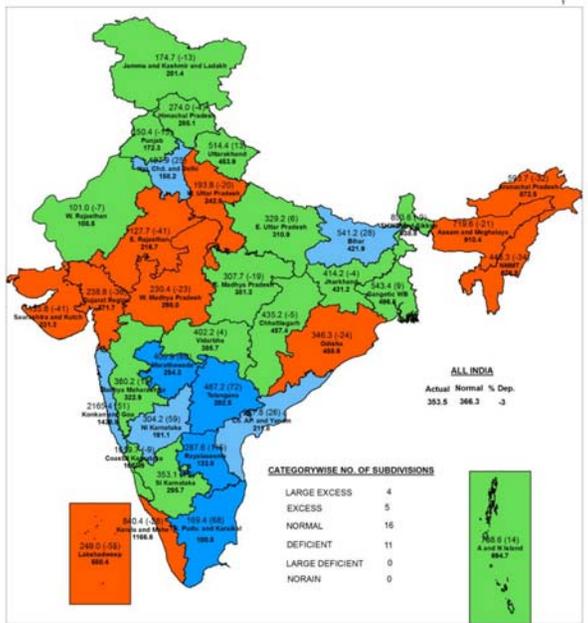
## Sticky and Elevated 'Core Inflation'



# Agri Sector Remains Resilient Monsoons 3% Below LPA Till Date

## External Demand – A Bright Spot

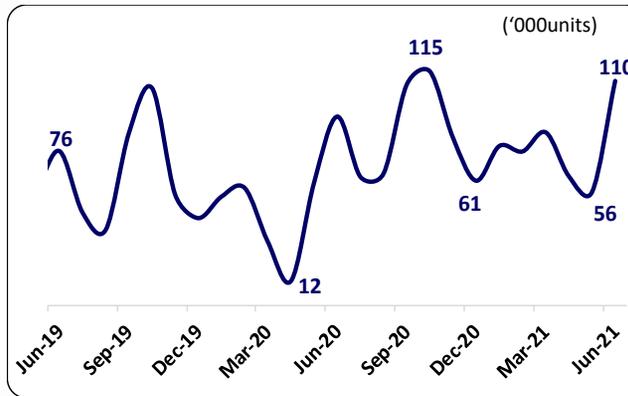
### Monsoon



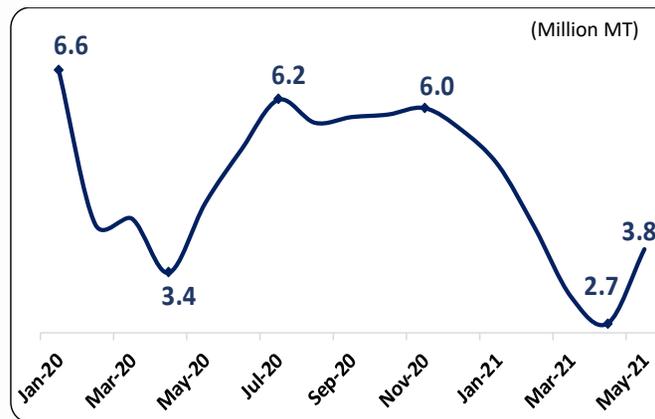
Rainfall was **3% below normal** during 1<sup>st</sup> – 22<sup>nd</sup> July 2021.

IMD has forecast normal monsoon for 2021.

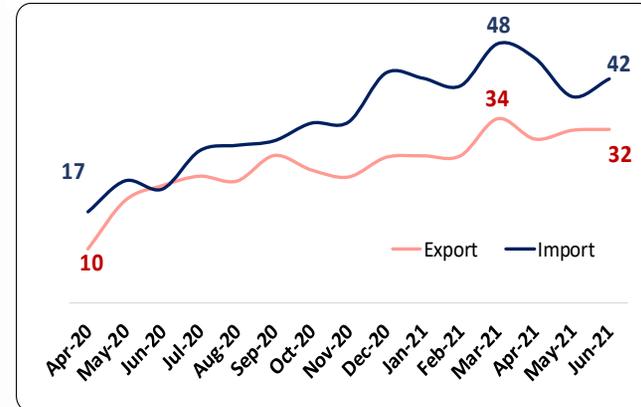
### Tractor sales at an all time high



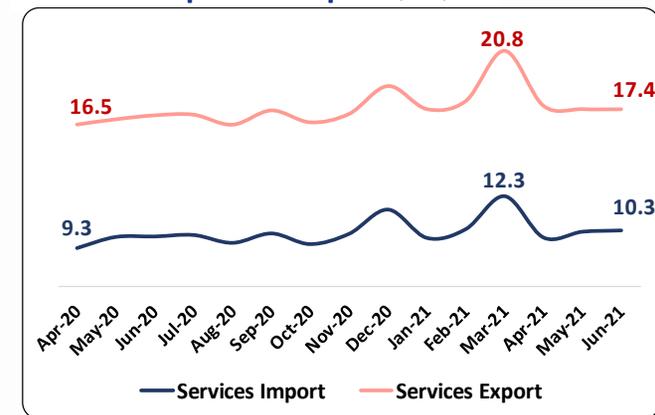
### Fertiliser sales below FY20 but higher Vs. pre-Covid levels



### Merchandise Exports & Imports (\$ bn)



### Services Export & Import (\$ bn)



# Q1 FY22 Results

## Headline Financials & Business Highlights

## Key Highlights: Q1 FY22

- **Strong rebound across operating segments despite operational constraints in the wake of the second wave**
  - **Gross Revenue up 36.6%, EBITDA up 50.8% on y-o-y basis**
  
- **FMCG Revenues up 10.4% y-o-y (incl. Sunrise) on a high base** (*LY Reported +10.3%; Comparable +18.8%*)
  - *Elevated demand for **Hygiene** products; Robust sequential growth*
  - *High base impact in **Staples & Convenience Foods**; sequential uptick in the wake of the second wave - lower impact compared to first wave in the absence of pantry loading*
  - *Strong y-o-y growth in **Discretionary/‘Out-of-Home’** products on favorable base*
  - **Segment EBITDA and Segment EBIT up 16% and 38% respectively**
    - *Segment EBITDA Margins and Segment EBIT margins expand 40 bps and 100 bps respectively despite sharp escalation in input costs*
  
- **Strong growth in external revenue of Agri Businesses driven by wheat, rice and leaf tobacco exports**
  
- **Robust performance of Paperboards, Paper & Packaging Segment;** margin expansion driven by higher realisations, richer mix and operational efficiencies

## Key Highlights: Q1 FY22

- **Strong sequential recovery momentum in Cigarettes led to volumes reaching nearly pre-Covid levels in Q4 FY21; second wave caused disruptions in convenience store operations during the quarter**
  - *Week-on-week improvement underway since mid-June'21 with most markets returning to normalcy and witnessing faster recovery compared to first wave*
  - *Certain markets in Kerala, Odisha and North East remain partially impacted*
  - *Cigarettes Segment Revenue and Segment EBIT up 33% and 37% y-o-y respectively*
- **Progressive recovery in Hotels witnessed in H2 FY21, impacted by second wave**
  - *After severe disruptions during the quarter, business is rebounding with the easing of restrictions led by leisure destinations, staycations and weekend getaways*
  - *Structural cost management actions aid in mitigating impact*
- **Education & Stationery Products Business** remains impacted due to continued closure of educational institutions
- **Relentless focus on cost reduction**; 7% reduction in fixed 'Other Expenses' y-o-y
- **Nearly 100% of eligible employees vaccinated** with at least one dose

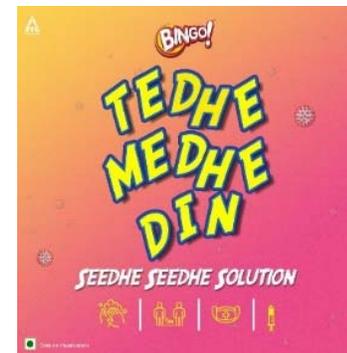
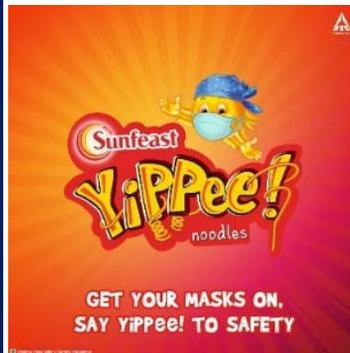


Enduring Value

# FMCG Others

Mask  
*Hai.*  
Mazaak  
*Nahi.*

AN INITIATIVE BY



## FMCG Trends

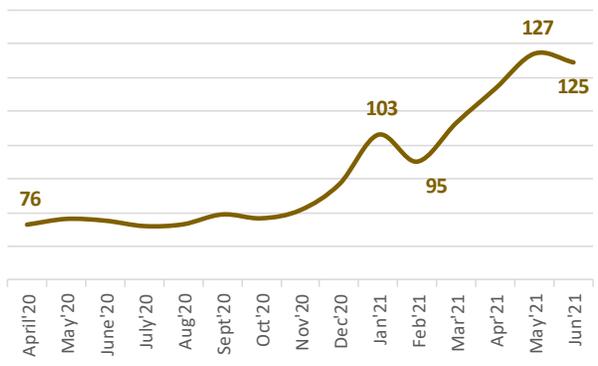
- **Hygiene** portfolio bounced back after normalizing in H2 FY21 at elevated levels
- **Discretionary/OOH products** impacted by Covid 2.0; relatively less impacted vs. Wave 1
- Sequential pickup in **Staples & Convenience Foods**; H1 FY21 witnessed lockdown induced demand surge
- **Rural** markets remained resilient; slower pace of growth
- Continued consumer preference for **'contactless shopping'**; Rapid digital adoption
  - **Robust growth in e-Commerce Channel**
    - *ITC FMCG Sales more than doubled - accounts for ~8% of Segment Revenue*
    - *'ITC e-Store' receives excellent response; received the highest rating in the 'Experience Leaders' quadrant (Delivery Delight Index survey, Redseer)*
- **Sharp escalation in input costs – Vegetable Oil, Soap Noodles, Packaging**



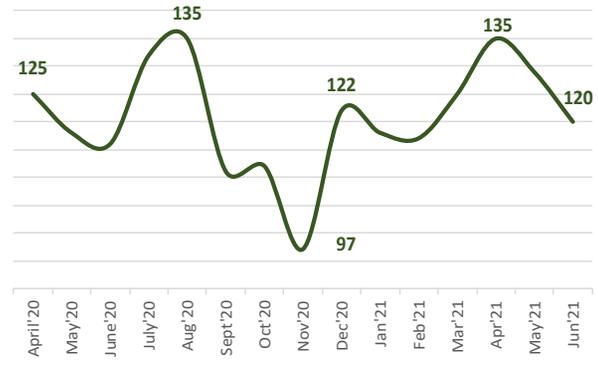
# Sharp Escalation in Input Cost



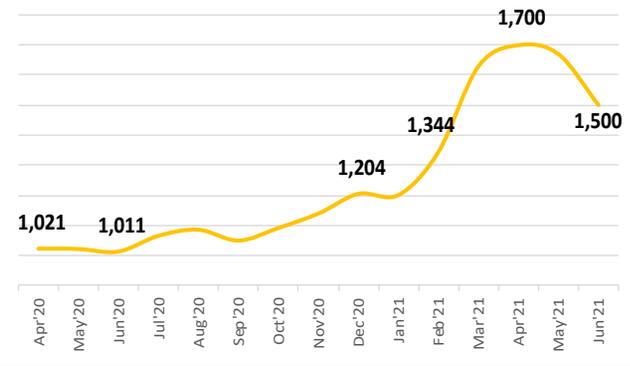
**Edible Oil (Rs/kg)**



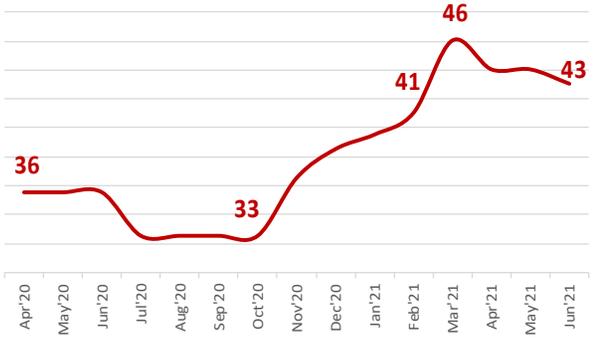
**PET Film (Rs/Kg)**



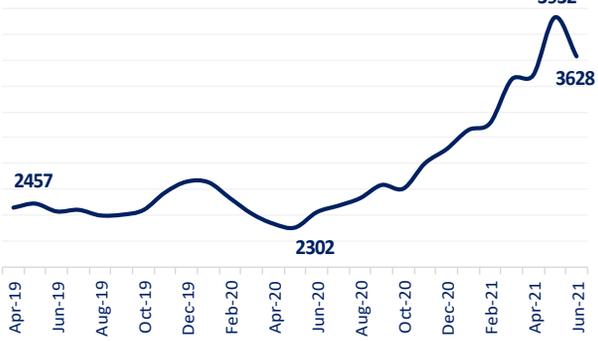
**Metallocene (\$/MT)**



**Kraft Paper (Rs/Kg)**



**Crude Palm Oil - MYR/MT**



**Soap Noodles / KG**

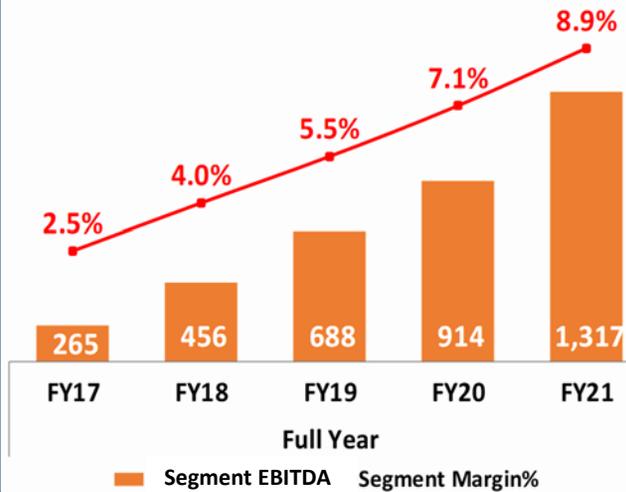


# FMCG Others

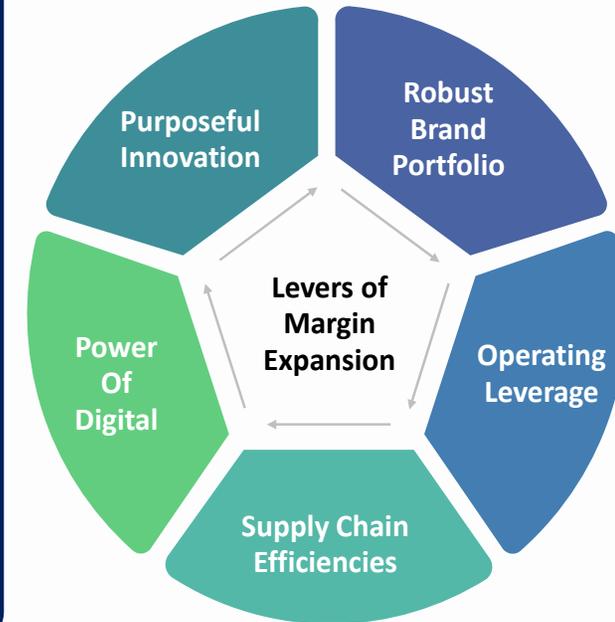
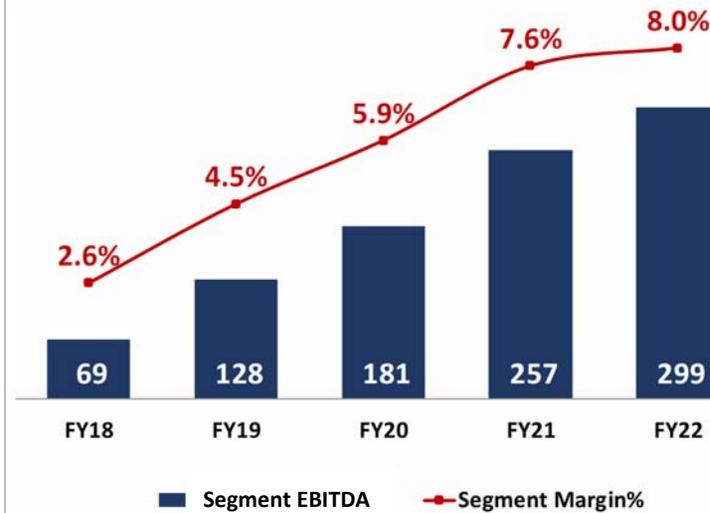
Segment Revenue up 10.4% in Q1  
Margin Expansion Despite Strong Inflationary Headwinds

- Segment Revenue up 10.4% in Q1; sequentially revenue up 1.1% despite second wave led operational disruptions
  - Robust growth in Health & Hygiene, Fragrances, Snacks, Spices, Dairy and Agarbatti
  - High base effect in Staples and Convenience Foods

## Annual Trend



## Q1



Q1 FY22: Impact of Inflation mitigated through judicious pricing & ongoing cost saving programmes and richer business/category mix



#### Capabilities





Savlon Surface Disinfectant Spray & Laundry Disinfectant Liquid



Savlon Soaps Hexa / Cool Hexa



Savlon Handwash Pickkiao / Moist Shield



Savlon Moisturizing Hand Sanitizer



Nimyle Lemongrass Floor Cleaner; Nimeasy Spray



Fiama Menthol & Magnolia Soap / Shower Gel



Engage On Perfume Spray Convenient Packs



Charmis Face Serum, Hand Cream, Face Wash

# Purposeful Innovation

Leveraging Science-based R&D Platforms @ ITC LSTC



Dark Fantasy Vanilla Crème, Choco Crème and Choco Chip



Sunfeast All Rounder & Bounce Milk



B Natural Shahi Litchi Aloe Vera



Sunfeast Milk Shakes



Candyman Fantastik Choco Bar XL



Aashirvaad Svasti Misthi Doi, & Mango Lassi, Squeeze-It Ghee



Bingo Namkeen Range



Mangaldeep Cup Sambrani and Low Smoke Agarbatti

## Purpose led Brands



Savlon – Educative social content



**RAISE**  
A GLASS OF MILK

~3.2M Total Reach    16M+ Impressions

1,40,949  
Total Engagements

World Milk Day

#RaiseAGlassOfMilk for the underprivileged for one month

## “The Basket of Care” in collaboration with Akshaya Patra

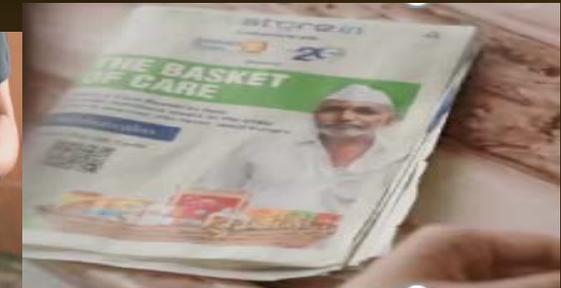


8.4M

Total Reach

319K

Total Engagements



ITCstore.in In association with AKSHAYA PATRA presents THE BASKET OF CARE

Visit at :

<https://www.youtube.com/watch?v=x6CRxk6GdtM>

# Digital @ Consumer

## Multi Pronged Digital Interventions



#HarRecipeKaPehlaStep  
Nimwash Chef Kunal Kapur



Actor Sameera Reddy Chef Pankaj Bhadouria

Celebrities Spreading the message of Digestive Health

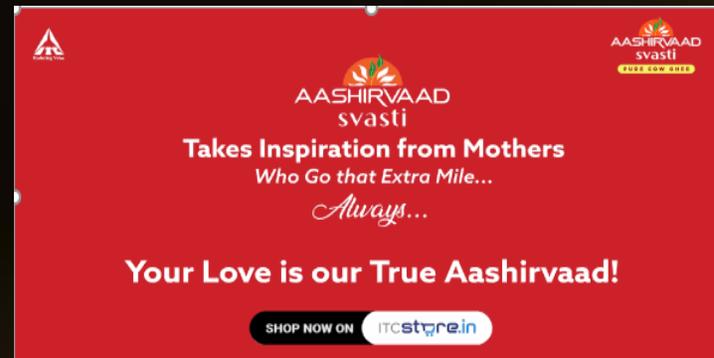


Vivel Bodywash: Kriti Sanon



Engage Pocket Perfume & No Gas Spray: Kartik Aaryan, Tara Sutaria

## Deepening Consumer Connect



1 Mn+  
Total Views



Covered in Mad over Marketing

ITC Connect: A platform to engage with consumers in Digital World  
([www.itc-connect.com](http://www.itc-connect.com))

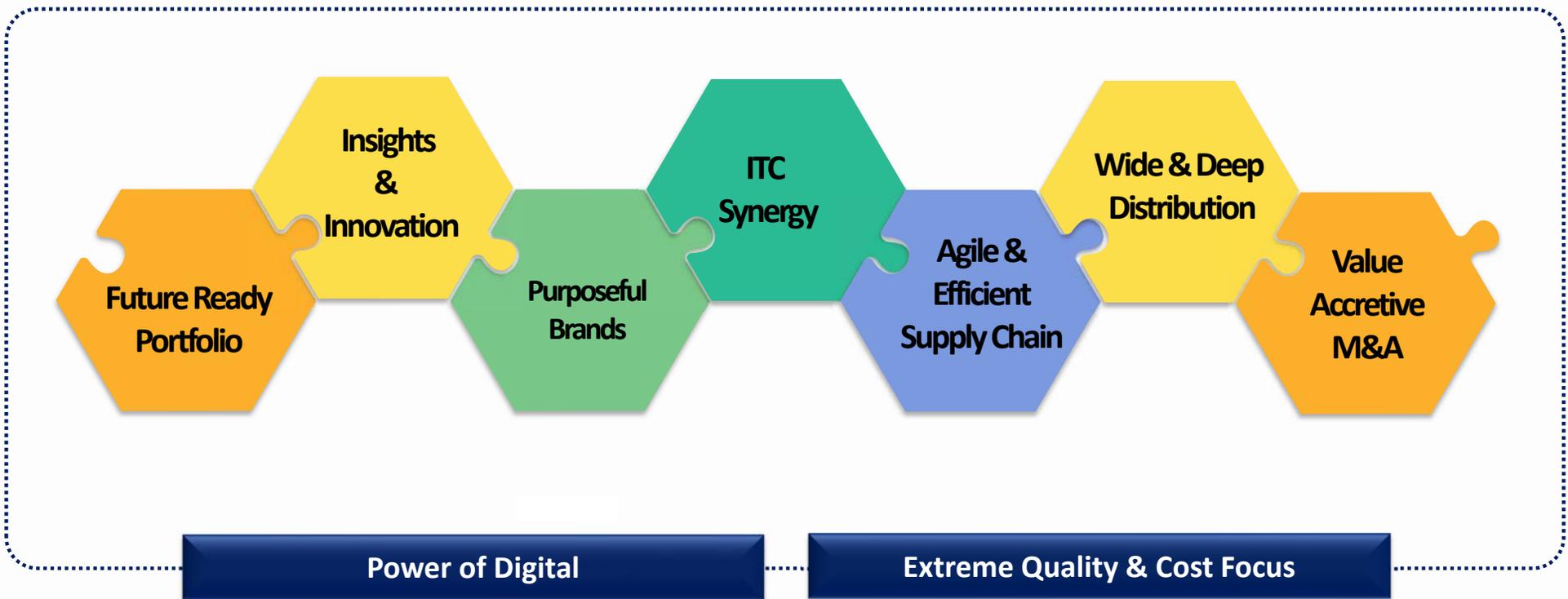


Live Session



Social Media Promotion





# FMCG Others

# Strong Growth Platforms



## Fortifying the Core



**No.1** In Branded Atta



**No.1** In Cream Biscuits



**No.1** In Bridges Snacks



**No.1** In Notebooks



**No.2** In Noodles



**No.1** In Dhoop  
No.2 in Agarbatti

Annual Consumer Spends ~22,000 cr.

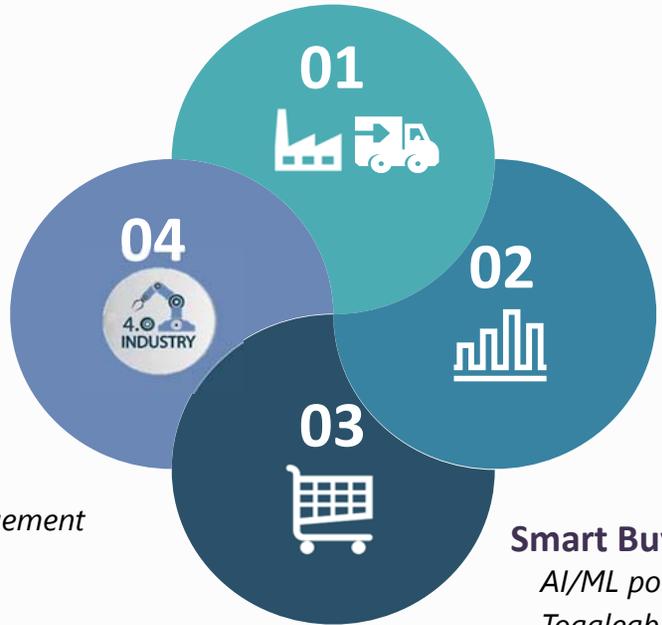
## Addressing Adjacencies through Mother Brands



## Building the New Core



**ICML Network**  
*Reduce Distance-to-Market*  
*Fresher Products*  
*Responsive supply chain*



**Delaying Operations**  
*Direct shipments*  
*Eliminate Multiple Handling*

**Smart Manufacturing**  
*Industry 4.0*  
*Automation*  
*Energy, Quality, Yield management*

**Smart Buying & Value Engineering**  
*AI/ML powered real-time price discovery*  
*Toggleable Recipes*  
*Packaging innovations*

### Smart Consumer



### Smart Trade

	<b>Retail Tech</b>	<ul style="list-style-type: none"> <li>App for online ordering/engagement with top outlets</li> <li>Virtual Salesman App for online ordering/scheme communication</li> </ul>
	<b>POS Solutions</b>	AI driven customised consumer offers integrated with POS solutions
	<b>Payments &amp; Financing</b>	Channel Financing, Direct Payments
	<b>B2B2C</b>	Whatsapp based store locator & ordering

Smart Planning

Smart Manufacturing

Smart Processes

Future Fit Distribution

Multi Channel Go-To-Market

**Smart Operations**

### Segment Revenue

**5122 cr. ▲ 33%**

### Segment Results

**3221 cr. ▲ 37%**

- **Segment Revenue and Segment EBIT up 33% and 37% y-o-y respectively; Margins up 210 bps y-o-y**
- **Strong sequential recovery momentum in Cigarettes led to volumes reaching nearly pre-Covid levels in Q4 FY21; second wave caused disruptions in convenience store operations during the quarter**
  - *Certain markets in the South, metro cities and towns were relatively more impacted*
  - *Week on week improvement underway since mid June'21 with most markets returning to normalcy and witnessing faster recovery compared to first wave; certain markets of Kerala, Odisha and the North East remain partially impacted*
- **Scaled up Accessibility amidst market disruptions**
  - *Rural Stockists network at 3x & Rural Servicing Infrastructure at 1.2x of base quarter*
- **Sustained leadership position in the cigarette industry**
  - *Future-Ready Portfolio, Robust Innovation Pipeline, State-of-the-art manufacturing facility, Execution Excellence*
- ***Legal Industry volumes remain impacted a/c 13% Tax hike w.e.f. 1st Feb'20***

## Innovation @ Premium End

- Classic Connect
- Gold Flake Neo
- American Club Clove Mint
- Gold Flake Indie Mint
- Capstan Fresh

## Portfolio Fortification

- Gold Flake Luxury Filter
- Gold Flake Neo SMART Filter
- Navy Cut Deluxe
- Player's Gold Leaf Chase
- Gold Flake Star

## Recent Introductions

- Flake Nova
- Wave Boss
- Gold Flake Premium 5s Pack

## Other Interventions

Refreshed Packs of **Gold Flake Excel, Wills Navy Cut Filter, Berkeley Hero** in focus markets.

**Gold Flake Super Star and Flake 5s HL Packs**



Enduring Value

Hotels Business



*ITC Grand Bharat*

# Hotels Business Second Wave Causes Severe Disruption

# Focused Packages, F&B takeaway/delivery Extreme Focus on Cost Reduction



## Segment Revenue

Q1 FY22: 127 cr. vs. SPLY: 23 cr.

## Segment EBITDA

Positive swing of Rs. 87 cr. y-o-y

- Recovery momentum gained in H2 FY21 impacted by Covid 2.0
- Leisure locations gained traction from Jun'21 as travel restrictions eased
- Curated Packages launched to drive business
- Food takeaway/home delivery business ramped up
  - 'Flavours' and 'Gourmet Couch' home delivery/takeaway offerings garner good response
  - Operational in 17 cities / 24 hotels; doubling over the previous quarter
- Agile Cost Management - Structural cost management actions aid mitigating impact

### Responsible Luxury



### 'WeAssure' programme – best-in-class hygiene and safety standards rolled out at all operating hotels

INTRODUCING

**WeAssure**  
ITC Hotels' commitment towards health, hygiene & a safe environment

ITC Hotels in partnership with Savlon, integrates Savlon's trusted know-how in germ protection towards bringing thought leadership in the WeAssure program

Savlon, from the House of ITC, has been one of the most trusted hygiene brands in homes and hospitals. Starting out with antiseptic liquid, Savlon has gained reputation for effectiveness in germ protection and its gentle action on skin.

"Delivering world-class luxury experiences which address the needs of wellbeing and safety through responsible practices which are in harmony with the environment and society"

- All ITC hotels are LEED Platinum certified (Leadership in Energy and Environmental Design)
- Myriad of cuisine programmes ensuring the wellbeing of guests and local communities
- Renewable energy powering 27% of electrical needs. Water consumption reduced by 20% over the last 5 years | Single use plastic free operations
- Enhanced indoor air quality, deep cleaning, radiator harmonisers and more for overall wellbeing

**EXERCISE SAFETY**

Practising these essential tips can help safeguard your health along with these essential ones.

- Sanitising hands before and after touching the equipment
- Maintaining a safe distance of 1 foot.
- Only use equipment marked with the WeAssure seal tag

All equipment has undergone stringent disinfecting protocols and is certified using advanced disinfectants for your safety. Adequate equipment use is mandated to support safe distancing.



A big win for the planet.

ITC Windsor is the **1<sup>st</sup> hotel in the world** to receive  
**LEED ZERO CARBON CERTIFICATION**

**ITC Windsor - LEED Zero Carbon Certification**

**First Hotel in the World**



ITC Hotels is the first hotel chain in the world to receive a Platinum Level Certification from DNV, under its My Care Infection Risk Management Programme, for WeAssure.

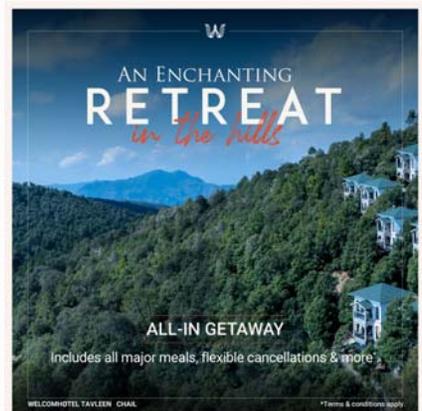
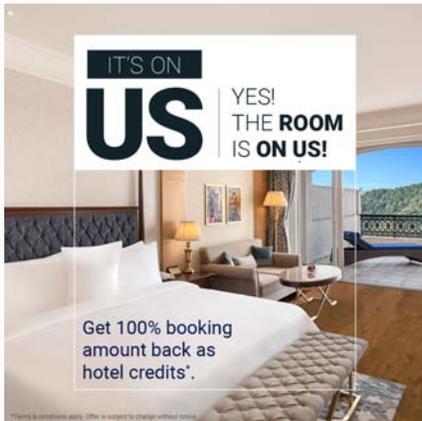
**WeAssure awarded Platinum Certification by DNV**

**ITC Hotels - First Hotel Chain in the World**

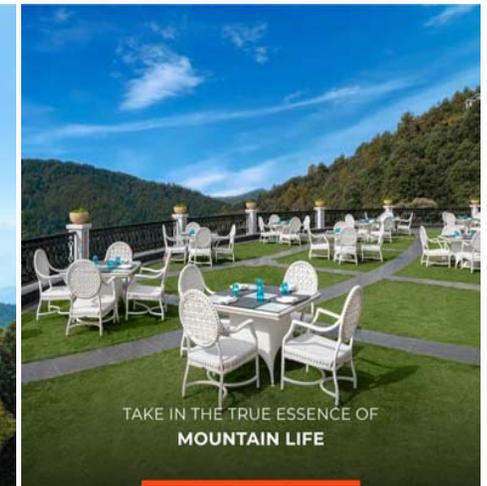
**Sustainability | Authenticity | Well Being & Safety**

# Focus on Leisure Tourism

## Leisure Travel Packages



## Welcomhotel Chail launched



Strengthening the Brand's Leisure footprint

# Special Offers & Food Promotions Augment Revenue

## Special Community Offers



**THANK YOU TO OUR HEROES IN HEALTHCARE!**

STAY OFFER	DINING OFFER
50% savings on flexible room rates	50% savings on all-day dining (for residential and non-residential guests)

**IT'S OUR PRIVILEGE TO SERVE THOSE WHO SERVE OUR NATION**

STAY OFFER	DINING OFFER
50% savings on flexible room rates	50% savings on all-day dining (for residential and non-residential guests)

### Defence Forces & Doctors

Acknowledging their commitment to the nation

## F&B – Takeaways/Home Delivery



**BIRYANI & PULAO COLLECTION**  
BY ITC HOTELS

**TIMELESS TASTE. AUTHENTIC FLAVOURS.**  
DELIVERED DIRECTLY TO YOUR HOME.

**Gourmet IN YOU**  
BY ITC HOTELS  
DO IT YOURSELF BOXES - A Responsible Dining Experience

**GOURMET COUCH**  
BY ITC HOTELS  
SIGNATURE MENU COLLECTION - A Responsible Dining Experience

**Refreshed & Distinctive Identity & Positioning of Welcomhotel brand**



**Launch boutique experiential brand - curated experiences for new age traveler**




**ASSET RIGHT STRATEGY**



**AUGMENT REVENUE STREAMS/ SWEAT ASSETS**

**Loyalty Programs:** Maximise enrollments and drive engagement

**Gifting:** Partnership, Engagement and Offers



**Takeaways:** Enhanced visibility, offers, etc.



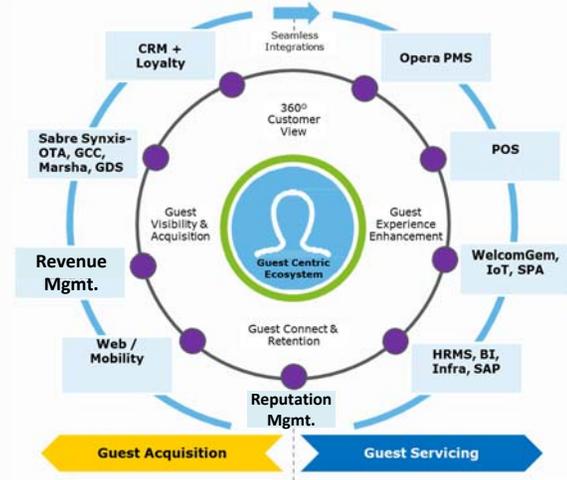
**Structural interventions across all nodes**

Sustained benefits expected over the long run

**EXTREME COST FOCUS**



**LEVERAGE DIGITAL**

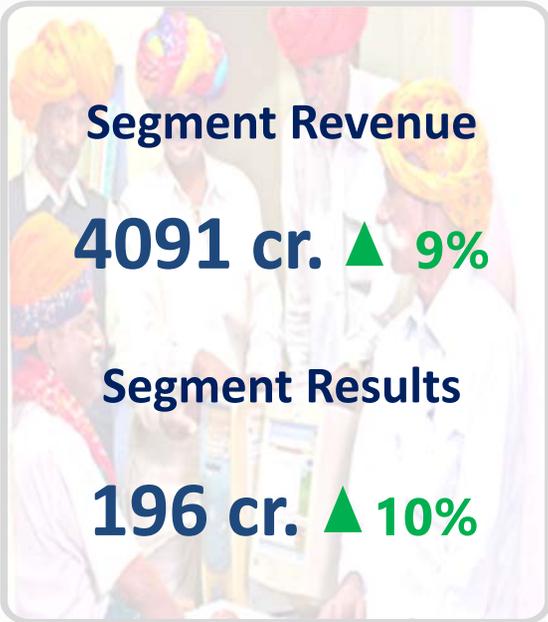





Enduring Value

Agri Business





**Segment Revenue**  
**4091 cr. ▲ 9%**

**Segment Results**  
**196 cr. ▲ 10%**

- **Strong growth in external revenue of Agri Businesses**
  - *Wheat, Rice & Leaf Tobacco exports and Soya in the domestic market*
  - *Zero disruptions in supplies to key customers despite significant operational challenges*
- **Continues to provide cost-competitive strategic sourcing support to Branded Packaged Foods Businesses**
  - *Sourcing strategy aligned to market dynamics*
  - *Leveraged **Project Astra** – AI/ML and advanced analytics based digital platform to facilitate spatial and temporal sourcing optimisation*
- **Strategic focus on rapidly scaling up Value-Added product portfolio to accelerate growth and enhance value capture**
  - *Value Added Spices to Food Safe markets continue to gain traction*
  - *The Company's wholly owned subsidiary, IIVL<sup>^</sup> is progressing construction of a **world-class manufacturing facility** at Mysuru, for export of **Nicotine & Nicotine derivative** products to US/EU*



Q1 Throughput

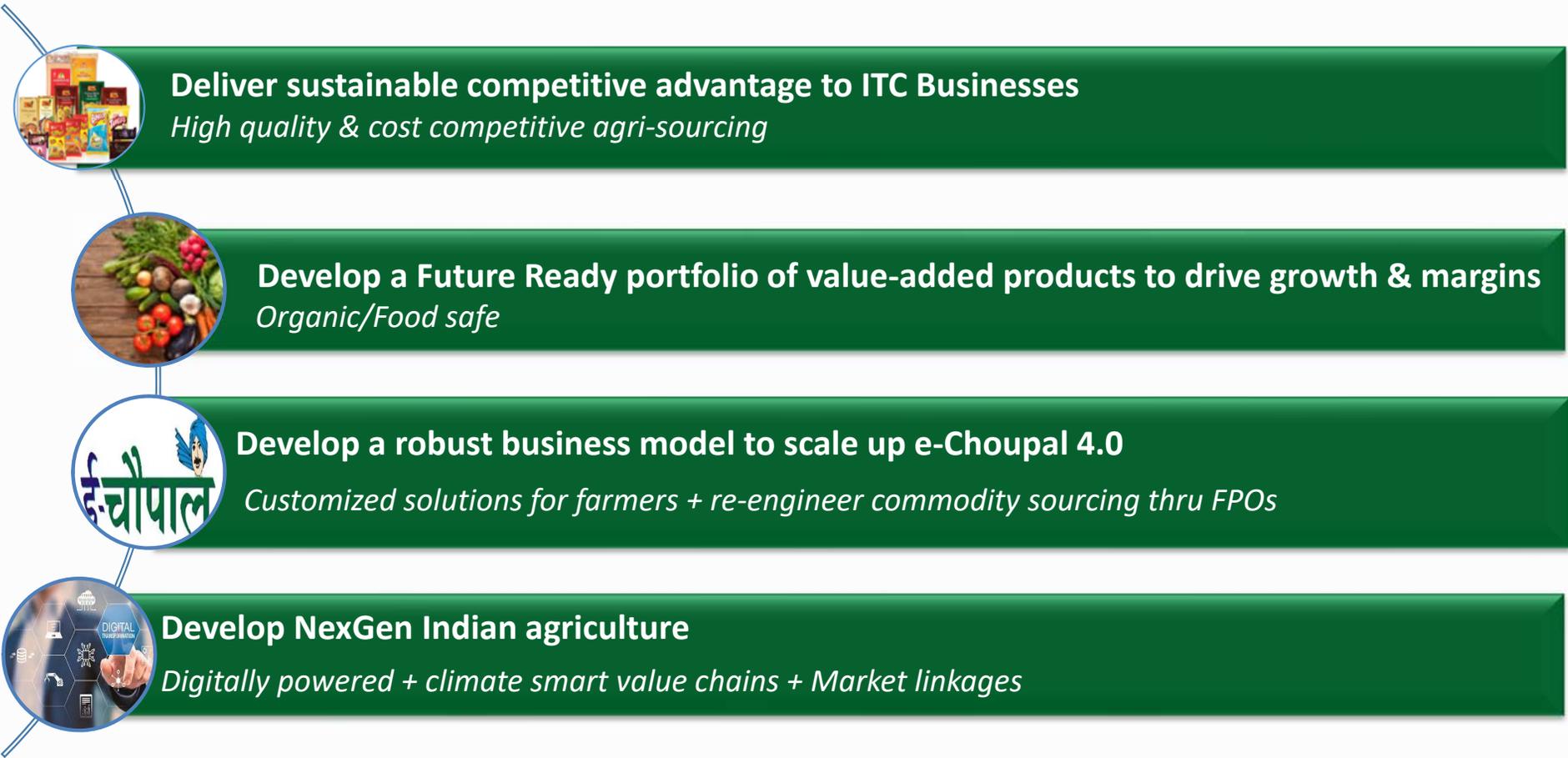
**Over 1 Mln MT**

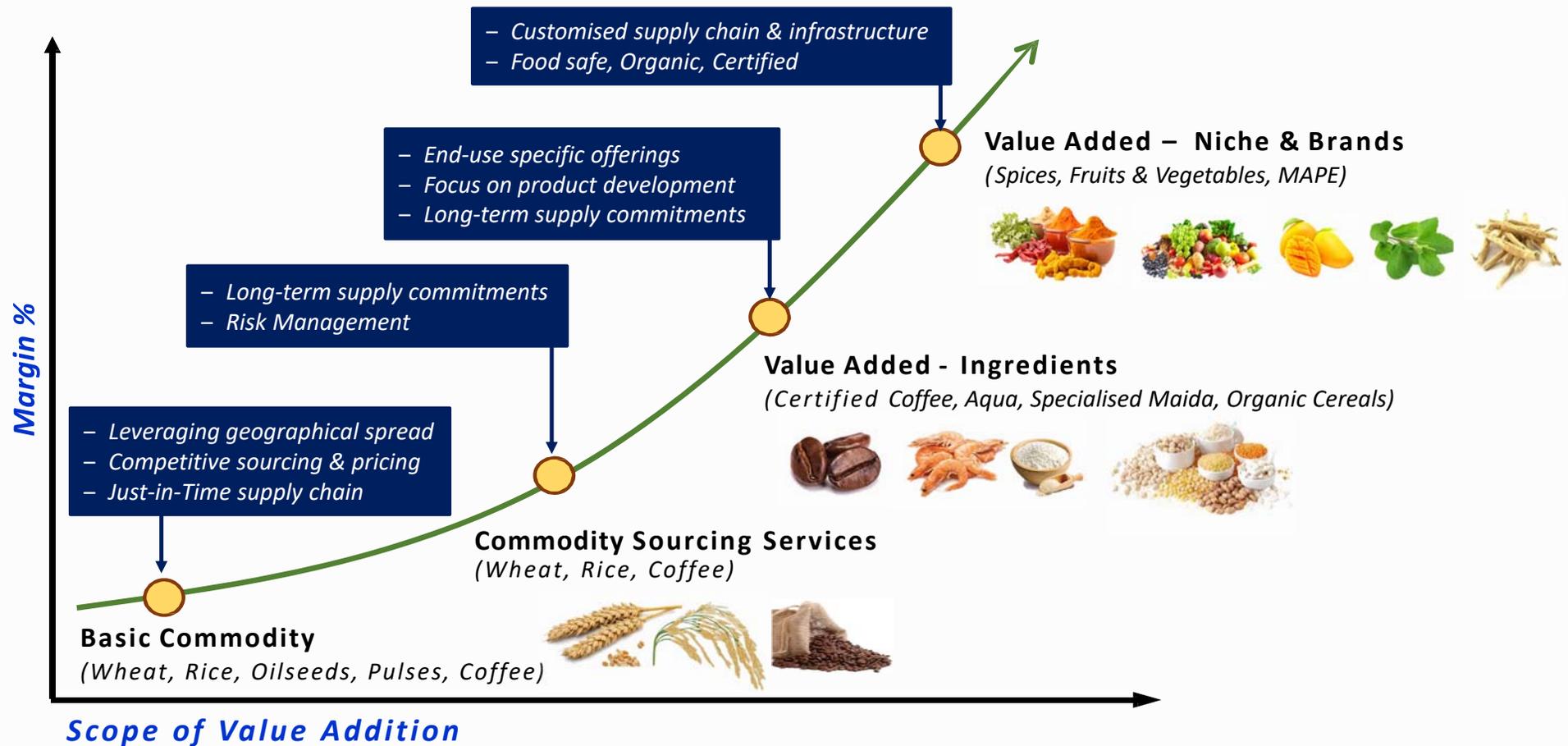
despite severe Covid induced disruptions

 <p><b>Multiple Sourcing Models</b></p> <p>Farmer   Trader   Mandi</p>	 <p><b>Multi Modal Transportation</b></p> <p>Railway   Coastal   Road</p>
 <p><b>Effective Liasioning</b></p> <p>Securing Permission from Govt. Authorities etc.</p>	<p><b>Mandi Operations disrupted</b></p> <p>Limited working hours, Container Shortage for exports</p>



<sup>^</sup> ITC IndiVision Limited







Enduring Value

**Paperboards, Paper &  
Packaging**



## Paperboards, Paper & Packaging

### Strong Revenue Growth & Margin Expansion

#### Segment Revenue

1583 cr. ▲ 54%

#### Segment Results

393 cr. ▲ 145%

- **Robust growth** driven by **Value Added Paperboards, Décor Paper (Soft base) and Carton packaging**; Significant growth in **Exports**
- **Global Pulp prices touched record highs**
  - *Business relatively insulated by in-house pulp capacity & integrated business model*
- **Significant improvement in profitability** - richer product mix, higher realisations on the back of surge in global pulp prices and structural cost saving interventions
- **Bhadrachalam Paperboard Machine Rebuild (PM7) completed in Mar'21**; Capacity utilisation being ramped up
- **High Pressure Recovery Boiler & Pulp mill expansion project** on course for completion despite Covid disruptions



# Future-ready Innovation

Developing Sustainable solutions  
Leveraging ITC LSTC capability & External collaborations



## Bio-degradable Boards



Exclusively for  
paper cups



Deep freeze  
applications



Replacing takeaway  
plastic bowls



Completely **Biodegradable** under  
composting conditions



Barrier against liquids/grease etc. at par  
with traditional plastic coated boards

## Recyclable Boards



Exclusively for  
paper cups



Food serving  
applications



Food delivery/  
deep freeze  
application



Completely **Recyclable** in existing  
standard recycling conditions



Excellent water/oil & grease barrier  
properties

## Sustainable Packaging



### Bioseal

**Compostable** packaging solutions  
for Personal care, QSR and  
packaged foods industries.

### Oxyblock

**Recyclable packaging solution** with  
enhanced barrier properties for  
packaged foods, edible oils, etc.

### Antimicrobial Coating

Solution for germ free  
packaging surface





# Financials

## Headline Financials: Q1 FY22



*Rs. cr.*

	Q1 CY	Q1 LY	GOLY
<b>Gross Revenue</b>	12,884	9,436	<b>36.6%</b>
<b>Net Revenue</b>	12,133	8,875	<b>36.7%</b>
<b>EBITDA</b>	3,992	2,647	<b>50.8%</b>
<b>PBT</b>	4,015	3,128	<b>28.4%</b>
<b>PAT</b>	3,013	2,343	<b>28.6%</b>

# Segment Revenue Q1 FY22



(Rs. cr.)

	Q1		
	FY22	FY21	GOLY%
<b>Segment Revenue (Gross)</b>			
a) FMCG - Cigarettes	5122	3854	<b>32.9%</b>
- Others	3726	3375	<b>10.4%</b>
<b>Total FMCG</b>	<b>8848</b>	<b>7228</b>	<b>22.4%</b>
b) Hotels	127	23	<b>4.6x</b>
c) Agri Business	4091	3746	<b>9.2%</b>
d) Paperboards, Paper & Packaging	1583	1026	<b>54.2%</b>
<b>Total</b>	<b>14649</b>	<b>12024</b>	<b>21.8%</b>
Less : Inter Segment revenue	1764	2588	<b>-31.8%</b>
<b>Gross Revenue from sale of products &amp; services</b>	<b>12884</b>	<b>9436</b>	<b>36.6%</b>

- **FMCG Others**

- Growth driven by Health & Hygiene & Discretionary products, Spices
- High base effect in Staples & Convenience Foods

- **Agri Business: Wheat, Rice, Leaf Tobacco exports & Soya**

- **Paperboards, Paper & Packaging**

- VAP, Décor paper, Carton packaging drive growth
- Strong growth in Exports

# Segment Results

## Q1 FY22

(Rs. cr.)

	Q1		
	FY22	FY21	GOLY%
<b>Segment Results</b>			
a) FMCG - Cigarettes	3221	2356	<b>36.7%</b>
- Others	173	125	<b>38.3%</b>
<b>Total FMCG</b>	<b>3394</b>	<b>2482</b>	<b>36.8%</b>
b) Hotels	-151	-243	<b>60.2%</b>
c) Agri Business	196	179	<b>9.5%</b>
d) Paperboards, Paper & Packaging	393	160	<b>145.3%</b>
<b>Total</b>	<b>3832</b>	<b>2578</b>	<b>48.6%</b>
Less : i) Finance Cost	10	17	
ii) Other un-allocable (income) net of un-allocable expenditure	-194	-567	
<b>Profit Before Exceptional Items &amp; Tax</b>	<b>4015</b>	<b>3128</b>	<b>28.4%</b>

### • FMCG Others

- Segment EBITDA up 16% to 299 cr.
- EBITDA Margin up 40 bps; Segment EBIT Margins up 100 bps.
- Input cost escalation (oil, packaging, soap noodles) mitigated through pricing actions & agile cost management and richer business/category mix

### • Agri Business

- Higher Leaf Tobacco exports partly offset by lower export incentives & significant rise in ocean freight

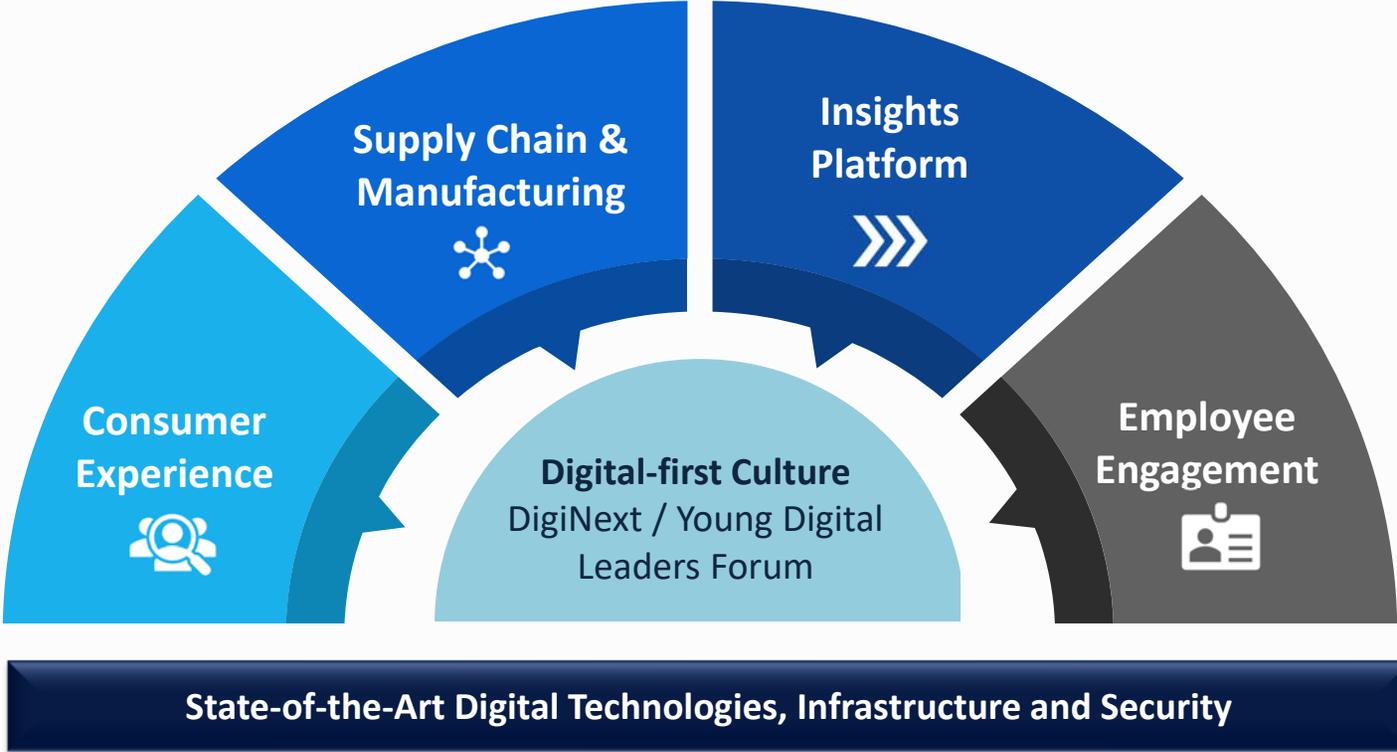
### • Paperboards, Paper & Packaging

- Significant improvement in profitability driven by higher realisations, richer product mix, in house pulp utilisation & operational efficiencies



**Shaping the Future**  
Powered by Data & Digital





### ITC SIXTH SENSE COMMAND CENTER

- AI-powered hyper personalised platform
- Strong partner ecosystem for content & data



### MOMENT MARKETING

#### Contextual Communications & Consumer Promotions

2000+ Content Assets created

#### CONSUMER DATA HUB

Harvesting insights & new product development



- **Direct-to-Consumer** channel operational in 11 cities
- Offers wide range of ITC FMCG products
- Socializes Premium & Niche Brands with consumers



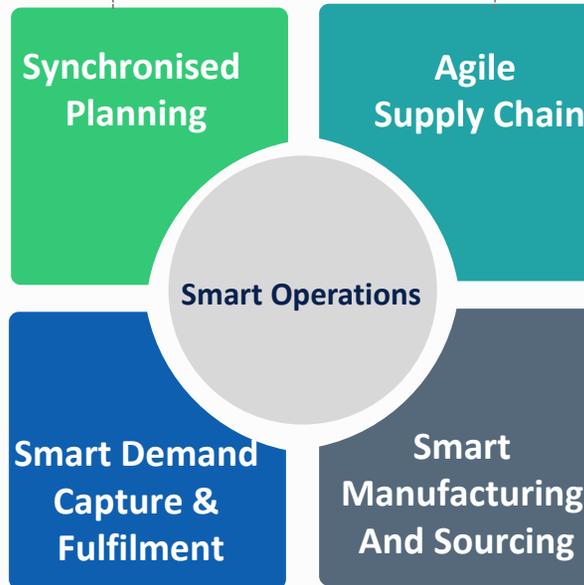
# Integrated Real Time Operations Execution Platform

- *Integrated & synchronized planning processes*
- *Advanced demand & forecasting models*
- *Planning Control watch tower + Data Visualization tools*

## Next generation agile FMCG supply chain

- *Automated end-to-end processes*
- *Flexible design*
- *Supply Chain Cockpit*

*AI/ML & Advanced Analytics platform to drive operational efficiency & seamless execution*



- *Mobile Apps for Salesmen*
- *Retailer Apps*
- *Data driven optimization of last mile delivery, Omni Channel fulfillment*

- *Digital Factory*
- *Real time monitoring of process & product performance*
- *Digital Sourcing platforms*

## **ITC – A Global Exemplar in Sustainability**

# ITC: A Global Exemplar in Triple Bottom Line Performance

REDUCE | RECYCLE | RESTORE



## Action on Climate Change

**41.3%** Energy from Renewables

Pioneer in Green Buildings in India

**33** Platinum Rated Buildings

Large Scale Afforestation Programmes for Sequestering Carbon Greened over

**875,000 acres**

**2X** CO<sub>2</sub> sequestered as compared to emissions from ITC's operations



Climate Hazard & Risk Study based on Climate Modelling Completed for ITC's Physical Assets

## Water Security for All

Rainwater Harvesting (RWH) Potential Created

**43 million kl**

over 1.2 million acres of land, equivalent to

**4X** ITC's Net Water Consumption

Demand Side Savings from Crop Water Use Efficiency

**208 million kl**



**1st in India, 2nd Globally**

PSPD Kovai Unit – Platinum Rated Facility

## 360° Approach to Plastic Waste

Source Segregation Programmes Covering

**18 million** Citizens

Plastic Waste Collection

**~30,000 MT** in 2020-21

**80%** Collections in 2020-21 equivalent to 80% of Multi-Layered Plastic packaging utilised by ITC

Coverage

**24 States/ UTs**

Focus on Improving Recyclability, Optimisation, Substitution & Innovation.

## Future-Ready Agri Value Chains

Globally Recognized e-Choupal Platform

**4 million** Farmers Empowered

e-Choupal 4.0: New Age Digital Solution

Sustainable Agriculture Programme

**881,000 acres** of Farms covered

Climate Smart Agriculture Programme

**8,000 villages**

Baareh Mahine Hariyali

**2X** Large scale Programme on Doubling Farm Income

## Sustainable Livelihoods

Sustainable Livelihoods Supported across Operations

**6 million**

Annual CSR Spend over

**Rs. 350 Cr.**

in 2020-21

SDGs

Impact across SDGs



## Recent Global Recognitions

**MSCI**



ITC Rated AA, Highest amongst Global Peers

Member of **Dow Jones Sustainability Indices**

Powered by the S&P Global CSA

ITC is listed on DJSI's Emerging Markets Index

## 1st in World

ITC Windsor Becomes First Hotel in the World to achieve **LEED Zero Carbon Certification**

# Impactful **Social** Performance



**ITC e-Choupal**  
4 Million Farmers empowered



**Afforestation**  
Over 875,000 acres greened



**Watershed Development**  
Over 12,53,000 acres covered



**Livestock Development**  
Over 19,72,000 milch animals covered



**Solid Waste Management**  
Well-being Out of Waste programme covers 15 million citizens



**Women Empowerment**  
over 78,000 poor women benefitted



**Skilling & Vocational Training**  
Covering over 97,000 youth



**Primary Education**  
Reaching over 825,000 Children



**Health & Sanitation**  
Over 38,400 toilets built



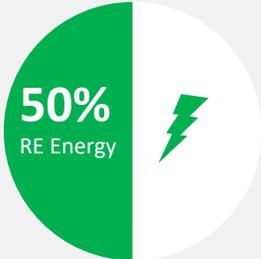
**Pioneer of Green Building movement in India**  
33 platinum rated green buildings

# Sustainability 2.0 Raising The Bar

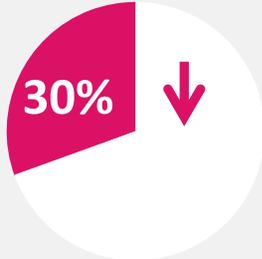
# ITC's 2030 Sustainability Targets Bolder Goals



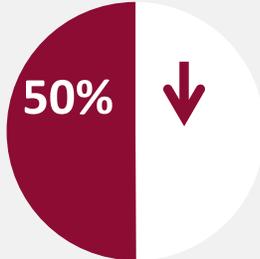
Renewable Energy (RE)



Specific Energy Consumption\*



Specific GHG Emissions\*



Sustainable Packaging Plan



Supporting Sustainable Livelihoods



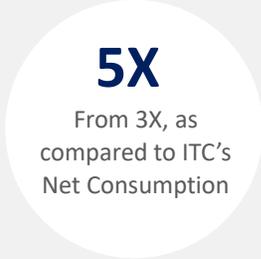
Specific Water Consumption\*



Water Security for All



Rainwater Harvesting Potential



Plastic Neutrality



Biodiversity & Agriculture



*Proactively work towards achieving 'Net Zero' emission status.*

\*2018-19 Baseline

## ITC Infotech

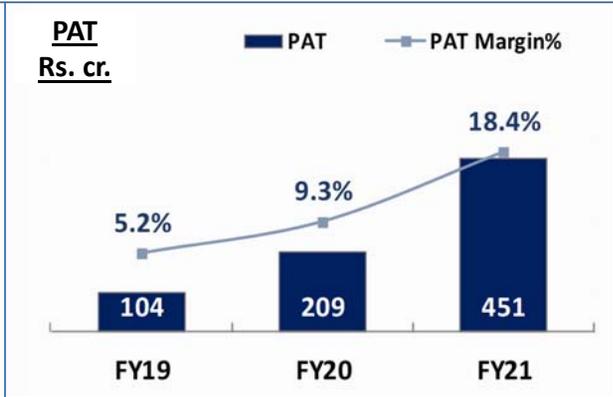
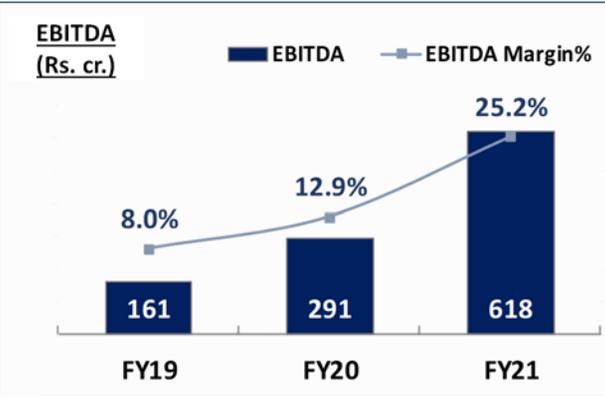
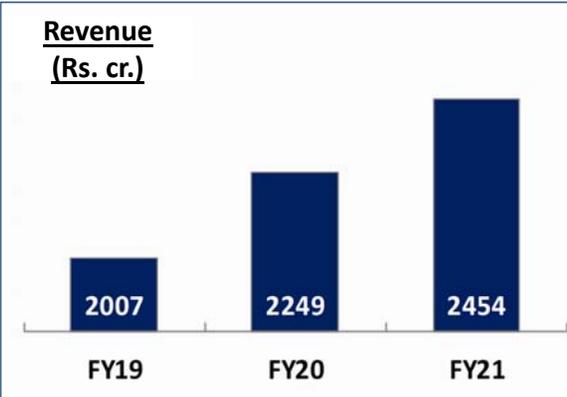
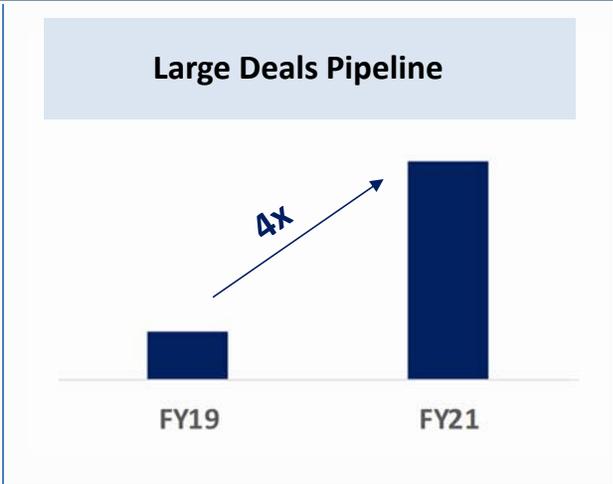
*Making clients successful  
by providing Business led  
technology solutions*





### Delivering Differentiated and Business-friendly Solutions

*Clients across Banking, Financial Services, Consumer Packaged Goods, Manufacturing, Travel, Hospitality, Healthcare*



**Q1 FY22: Revenue at 696 cr. up 21.3%, EBITDA at 196 cr. up 79%**

### Supporting the Nation’s Fight against the Pandemic

- Ensuring **safety and well-being** of employees, partners and associates
- Setting up of **Covid Care Centres, ICU beds, Modular ICU Units**
- Facilitating setting up of **medical facilities** viz., ventilators, O2 cylinders, cardiac monitors etc. to support the healthcare infrastructure
- **Debottlenecking transportation** of medical oxygen; **24 Cryogenic ISO Containers** of 20 tons each imported
- **Oxygen Generator Units imported**; Installed in Hospitals across **15 States**
- **Community Support:**
  - **Large scale vaccination drive** to cover frontline staff of service providers
  - **Supply of dry ration kits / cooked food** to the needy and vulnerable groups
  - **Personal protective and hygiene products** distributed



### ITC Responded to the Dynamic Situation with Agility

- Large-scale vaccination drive for employees including their families; **Nearly 100% of eligible employees already vaccinated**
- Assistance to employees through **Covid Care centres, paid leaves for infected, medical advice** through medical professionals
- **Tackled front-end challenges** due to lower number of operating outlets and limited hours of operations
  - **Flexible planning** to manage dynamic and evolving environment
  - **Sharp focus on cost reduction**
  - **Leveraged recent learnings** spanning sales, supply chain operations, innovation and product development



**A passion for  
Profitable growth...**



**in a way that is  
Sustainable...**



**and  
Inclusive.**

# 'SMS' Everyday KEEP THE VIRUS AWAY



Sanitize frequently



Masks on, always



Safe distancing  
saves lives

**Thank You!**



Keep yourself and others safe at home,  
at work, and in your community.  
Do not drop your guard.  
Follow the 'SMS' rule.



# Links

Product/initiative	Link
 	<a href="https://youtu.be/zxuVCyvhA2A">https://youtu.be/zxuVCyvhA2A</a> <a href="https://itcstore.in/pages/the-basket-of-care">https://itcstore.in/pages/the-basket-of-care</a>
	<a href="https://www.aashirvaadsvasti.in/select-milk.aspx">https://www.aashirvaadsvasti.in/select-milk.aspx</a>
	<a href="https://youtu.be/3G9nLe1T_Sw">https://youtu.be/3G9nLe1T_Sw</a>
	<a href="https://www.instagram.com/sunfeast_yippee/">https://www.instagram.com/sunfeast_yippee/</a> <a href="https://www.instagram.com/bingo_snacks/">https://www.instagram.com/bingo_snacks/</a>
	<a href="https://youtu.be/etQwVlshdkA">https://youtu.be/etQwVlshdkA</a>
	<a href="https://youtu.be/dcnLQN0gnZ4">https://youtu.be/dcnLQN0gnZ4</a>
	<a href="https://happytummy.aashirvaad.com">https://happytummy.aashirvaad.com</a>
	<a href="https://www.itchotels.in/content/dam/projects/hotelswebsite/itc-hotels/WeAssure/WeAssure-itc-hotels.pdf">https://www.itchotels.in/content/dam/projects/hotelswebsite/itc-hotels/WeAssure/WeAssure-itc-hotels.pdf</a>