

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	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ('NSE'), BSE Limited ('BSE'), and The Calcutta Stock Exchange Limited ('CSE')
11.	Paid-up capital	₹1248.47 Crores (As on 31.03.2024)
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Ms. Madhulika Sharma CSO Madhulika.sharma@itc.in +91 33 2288 9371
13.	Reporting boundary	The disclosures are on a standalone basis. <i>This report is prepared on a standalone basis. The reporting boundary for the current year has been revised as compared to the previous year i.e. from consolidated basis to standalone basis for the environmental indicators presented in Principle 6 of the report. The change is not material.</i>
14.	Name of assurance provider	Messrs. KPMG Assurance and Consulting Services LLP
15.	Type of assurance obtained	Reasonable Assurance for BRSR Core indicators

II. Products/Services

16. Details of business activities: (accounting for 90% of the entity's Turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	FMCG	Cigarettes etc.	44.06%
		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.	30.13%
2.	Hotels	Hoteliering.	4.28%
3.	Agri-Business	Agri-commodities such as wheat, rice, spices, coffee, soya and leaf tobacco.	12.12%
4.	Paperboards, Paper & Packaging	Paperboards, Paper including Specialty Paper & Packaging including flexibles.	9.41%

17. Products/Services sold by the entity: (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of Total Turnover Contributed
1	Cigarettes etc.	12003, 21002, 46307	44.06%
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.	10202, 10304, 10308, 10501, 10504, 10509, 10611, 10613, 10616, 10712, 10732, 10733, 10739, 10740, 10750, 10792, 10795, 10798, 20231, 20233, 20234, 20236, 20237, 20239, 46411, 46491, 46496, 46497, 46909	30.13%
3	Hoteliering	55101, 56101, 56301, 74909, 47110, 47190, 68200, 77400, 79900, 96010, 96020, 96905, 94990, 49223	4.28%
4	Agri-commodities such as wheat, rice, spices, coffee, soya and leaf tobacco.	12001, 10209, 10302, 10304, 10406, 10611, 10795, 46201, 46207, 46301, 46305, 46306, 47300, 47737, 71200	12.12%
5	Paperboards, Paper including Specialty Paper & Packaging including flexibles.	17015, 17016, 17093, 17022, 17029, 22203	9.41%

III. Operations

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 the section 'Shareholder Information' in the Company's Report and Accounts 2024.

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

Location	Number of Plants	Number of Offices	Total
National	107	52	159
International	0	1	1

19. Markets served by the entity

a. Number of Locations

Location	Number
National (No. of States)	28 States and 7 Union Territories
International (No. of Countries)	105 Countries

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

FY 2023-24	9.11%
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c. A Brief on Types of Customers

ITC is one of India's foremost private sector companies and a diversified conglomerate with businesses spanning FMCG, Hotels, Paperboards, Paper & Packaging, Agri Businesses and Information Technology, and operates across all the three sectors of the economy – Agri, Manufacturing and Services, covering B2C, B2B and D2C segments. The Company's vibrant portfolio of over 25 world-class Indian brands, largely built through an organic growth strategy in a relatively short period of time, represents an annual consumer spend of over ₹ 32,000 crores and reach over 250 million households in India.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and Workers (including Differently Aabled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	24,567	21,804	89%	2,763	11%
2	Other than Permanent (E)	30,679	25,729	84%	4,950	16%
3	Total employees (D + E)	55,246	47,533	86%	7,713	14%
WORKERS						
4	Permanent (F)	12,745	11,966	94%	779	6%
5	Other than Permanent (G)	30,386	25,518	84%	4,868	16%
6	Total workers (F + G)	43,131	37,484	87%	5,647	13%

Note: Definition of employee clustering is as under:

• Permanent employees include permanent workers, management and non-management staff. Workers is a subset of employees. • Other than Permanent Employees include Service Provider Personnel (SPP), Fixed Term Contract (FTC) and Fixed Term Retainer (FTR) (Management/Non-management and Workers) • Permanent Workers include only Workers who are on the rolls of the Company • Other than Permanent Workers include SPP and FTC (Worker) • Trainees and apprentices have not been included in the Workforce.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	44	37	84%	7	16%
2	Other than Permanent (E)	458	360	79%	98	21%
3	Total differently abled employees (D + E)	502	397	79%	105	21%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	40	33	83%	7	18%
5	Other than Permanent (G)	308	263	85%	45	15%
6	Total differently abled workers (F + G)	348	296	85%	52	15%

21. Participation/Inclusion/Representation of Women

	Total (A)	No. and Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	16	3	18.75%
Key Managerial Personnel*	5	0	0

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

22. Turnover rate for permanent employees and workers

In FY 2023-24, the overall attrition (voluntary separation, retirement, termination and abandonment of services) across employees was 9%. Gender-wise attrition stood at 9% for male employees and 15% for female employees.

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	9%	15%	9%	11%	18%	12%	9%	18%	10%
Permanent Workers	5%	15%	5%	7%	21%	7%	6%	25%	7%

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

23. (a) Names of holding/subsidiary/associate companies/joint ventures (As on 31.03.2024)

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*	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	No
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	ITC Infotech Do Brasil LTDA.	Subsidiary	100.00	No
6	ITC Infotech Malaysia SDN. BHD.	Subsidiary	100.00	No
7	ITC Infotech France SAS	Subsidiary	100.00	No
8	ITC Infotech GmbH	Subsidiary	100.00	No
9	ITC Infotech de México, S.A. de C.V.	Subsidiary	100.00	No
10	ITC Infotech Arabia Limited	Subsidiary	100.00	No
11	Surya Nepal Private Limited	Subsidiary	59.00	No
12	Surya Nepal Ventures Private Limited	Subsidiary	59.00	No
13	Technico Agri Sciences Limited	Subsidiary	100.00	No
14	Technico Pty Limited	Subsidiary	100.00	No
15	Technico Technologies Inc.	Subsidiary	100.00	No
16	Technico Asia Holdings Pty Limited	Subsidiary	100.00	No
17	Technico Horticultural (Kunming) Co. Limited	Subsidiary	100.00	No
18	Srinivasa Resorts Limited	Subsidiary	68.00	No
19	Fortune Park Hotels Limited	Subsidiary	100.00	No
20	Landbase India Limited	Subsidiary	100.00	No
21	Bay Islands Hotels Limited	Subsidiary	100.00	No
22	WelcomHotels Lanka (Private) Limited	Subsidiary	100.00	No
23	Russell Credit Limited	Subsidiary	100.00	No
24	Greenacre Holdings Limited	Subsidiary	100.00	No
25	Wimco Limited	Subsidiary	100.00	No
26	Gold Flake Corporation Limited	Subsidiary	100.00	No
27	ITC Integrated Business Services Limited	Subsidiary	100.00	No
28	MRR Trading & Investment Company Limited	Subsidiary	100.00	No
29	North East Nutrients Private Limited	Subsidiary	76.00	No
30	Prag Agro Farm Limited	Subsidiary	100.00	No
31	Pavan Poplar Limited	Subsidiary	100.00	No
32	ITC IndiVision Limited	Subsidiary	100.00	No
33	ITC Fibre Innovations Limited	Subsidiary	100.00	No
34	ITC Hotels Limited	Subsidiary	100.00	No
35	Logix Developers Private Limited	Joint Venture	27.90	No
36	ITC Filtrona Limited (formerly known as ITC Essentra Limited)	Joint Venture	50.00	No
37	Maharaja Heritage Resorts Limited	Joint Venture	50.00	No
38	Gujarat Hotels Limited	Associate	45.78	No
39	International Travel House Limited	Associate	48.96	No
40	Russell Investments Limited	Associate	25.43	No
41	Divya Management Limited	Associate	33.33	No
42	Antrang Finance Limited	Associate	33.33	No
43	ATC Limited	Associate	47.50	No
44	Delectable Technologies Private Limited	Associate	39.32 [#]	No
45	Mother Sparsh Baby Care Private Limited	Associate	26.50 [#]	No
46	Sproutlife Foods Private Limited	Associate	44.74 [#]	No

* held directly or through subsidiary companies.

[#] on a fully diluted basis.

Note: Refer Note 29(iii) of Consolidated Financial Statements forming part of Report and Accounts 2024, for further details on subsidiaries, associates and joint ventures.

VI. CSR Details

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

(ii) Turnover of the Company for the year ended 31st March, 2024 - ₹ 69,446.20 crores

(iii) Net worth of the Company as at 31st March, 2024 - ₹ 69,035.30 crores (computed as per the Companies Act, 2013)

VII. Transparency and Disclosures Compliances

25. 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 Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy) *	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	6	6 [#]	-	-	-	-
Investors and Shareholders	Yes	0	0	-	1	0	-
Employees and Workers	Yes. It is available through the ITC Intranet	18	1 (resolved after March 2024)	-	144	8	-
Customers	Yes	21,995	2,011	-	18,846	1,648	-
Value Chain Partners	Yes	-	-	-	-	-	-

*The details of grievance redressal mechanisms for each stakeholder group are provided in the table below.

[#] The process is undertaken annually in February / March, and resolution initiated in April, and hence they are still open as on 31st March.

Stakeholder Group from whom Complaint is Received	Grievance Redressal Mechanism in Place
Communities	<p>ITC's Social Investments Programme (SIP) team takes up Annual Community Engagement to capture the views, issues, complaints and grievances of community members pertaining to the projects implemented by SIP team, in addition to periodical need assessments and regular interactions with all stakeholders. The major stakeholders of SIP being communities for whom the programmes are implemented, this engagement focusses on primarily getting their feedback. This annual engagement happens typically during February/March every year, and their resolution tends to happen in the subsequent financial year.</p> <p>During 2023-24, 42 such community engagements were held across major states where SIP projects are implemented – Andhra Pradesh, Assam, Bihar, Himachal Pradesh, Karnataka, Madhya Pradesh, Maharashtra, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, Uttarakhand and West Bengal. These were conducted by ITC SIP team's state level Managers. Meetings were organised with community members in villages and urban catchments wherein the programme implementing NGOs were also present. All meetings were planned and reviewed by the SIP team at Head Office.</p> <p>6 cases of grievances (mainly as requests for further interventions and scope of improvement) were reported pertaining to the projects under SIP. The SIP state teams have taken cognisance of the relevant requests and expectations and appropriate actions have been incorporated in the plans for the upcoming year.</p>

<p>Investors and Shareholders</p>	<p>Yes, https://www.itcportal.com/investor/index.aspx</p> <p>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> <ul style="list-style-type: none"> (a) ISC has a 'Complaint Identification Policy' for identification of investor complaints. ISC attends to shareholder / investor complaints within three working days, except where constrained by disputes or legal impediments. (b) The Head of ISC is responsible for redressal of investor grievances. (c) The Company has a specific e-mail address earmarked for receiving investor complaints which is isc@itc.in. (d) The 'Investor Charter' of the Company and the status of investor complaints received by the Company are available on its website at https://www.itcportal.com/about-itc/shareholder-value/investor-relations/investor-charter.aspx and https://www.itcportal.com/about-itc/shareholder-value/pdf/investor-complaint.pdf, respectively. (e) A Board Level Committee viz., the Securityholders 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. (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 also with the SEBI on a half-yearly basis.
<p>Employees and Workers</p>	<p>The Company, through its Grievance Redressal Policy, seeks to address employee concerns and complaints pertaining to human rights and labour practices. A Grievance Redressal Procedure with appropriate systems and mechanisms is available 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 of the Businesses.</p>
<p>Customers</p>	<p>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 real time. 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 scores.</p> <ul style="list-style-type: none"> • Customer can reach out to ITC via following email in ITC Portal: <ul style="list-style-type: none"> ○ webmaster@itc.in ○ Contactus@itc.in ○ itccares@itc.in • Customers can also raise their grievances via Brand-specific websites
<p>Value Chain Partners</p>	<p>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>

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk/ Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1.	Climate Change	Risk	Climate related physical and transition risks may impact business operations, sourcing, supply chain and increase compliance costs.	<p>Risk Mitigation Strategy</p> <p>Physical Risk Management:</p> <ul style="list-style-type: none"> • Usage of contemporary climate risk modelling tools for identifying high-risk/vulnerable sites and agri value chains, and undertaking detailed assessments for developing locally contextual adaptation plans, risk mitigation strategies and undertaking measures for improving climate resilience; • Promotion of climate smart agriculture, and development of heat/drought tolerant and high yielding varieties to improve productivity by adopting micro region-specific agronomic practices: <ul style="list-style-type: none"> - Developing region-specific package of practices and promoting climate smart farming techniques to mitigate impact of weather; - Enhancing climate resilience of farmers through capacity building programmes by leveraging ITCMAARS and the Farmers' Producer Organisation (FPO) ecosystem, supported by field demonstrations under Choupal Pradarshan Khets; - Comprehensive programmes on social forestry, soil and moisture conservation and biodiversity conservation; 	<p>Potential impact</p> <ul style="list-style-type: none"> • As average temperatures rise, extreme weather events are expected to grow in terms of severity and frequency which could have significant impact on the Company's operations, its physical assets and agri value chains. These may lead to complete or partial outage of operations. Further, these events may also adversely impact the availability and quality of agri raw materials and consequently, the production and sales of the Company's products; • Vagaries of weather caused by climate change may impact crop cycles, output and productivity resulting in disruption of operations/supply chain; • Availability of water for own operations as well as agri value chains may be adversely impacted by erratic precipitation patterns; • Besides physical risks, transition risks associated with climate change, may impact the Company's operations: <ul style="list-style-type: none"> - Additional levies may be imposed by regulatory authorities for emission/water intensive industries to address climate change, resulting in higher cost of compliance, and potential regulatory penalties and reputational risk in case of non-compliance.

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk/ Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1.				<p>- Adoption of water stewardship approach to achieve water security for all stakeholders within the defined catchment areas of units located in high water stress areas;</p> <ul style="list-style-type: none"> • Supply chain diversification and contingency planning; • Map risks arising out of climate crisis, build adaptive capacity and invest in mitigative measures to strengthen resilience across the value chain. <p>Transition Risk Management:</p> <ul style="list-style-type: none"> • Continue to focus on energy conservation, improving energy productivity and enhancing the share of renewables in ITC's total energy requirement as part of ITC's Sustainability 2.0 targets; • Strengthen governance mechanisms for reviewing performance and progress against Sustainability 2.0 targets through the Sustainability Compliance and Review Committee (SCRC); • Adopt the Life-Cycle Assessment (LCA) approach to evaluate the potential environmental impacts of products during their entire lifecycle; leverage the same for designing sustainable products and offering the same to consumers anchored on scientific and robust claims 	

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk/ Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
2.	Product and Plastic Packaging	Risk	Difficulty in complying with current or future regulation on plastic packaging and/or failure to meet commitments on packaging and the environment.	<p>Risk Mitigation Strategy</p> <ul style="list-style-type: none"> • Going beyond compliance wherever possible: - Ensuring plastic neutrality ahead of regulatory targets through source segregation programmes, creating replicable, scalable and sustainable models of solid waste management, and developing viable recycling options for Multi-Layered Plastic (MLP) packaging. Additionally undertaking third party assurance of underlying data related to plastic waste generation and collection; - Ensuring a robust compliance management system supported by internal and external process review; • Partnering with upstream players and suppliers for ensuring supply of recycled plastic for meeting regulatory/ market demand for increasing recycled content in plastic packaging; • Harnessing the enterprise strengths of ITC (Life Sciences and Technology Centre, Paperboards & Specialty Paper Division and Packaging and Printing Division) in driving cutting-edge innovation to offer sustainable alternatives to single use plastics. Pursue sustainable packaging initiatives like reduction in plastic packaging intensity and improving recyclability of plastic packaging. 	<p>Potential impact</p> <ul style="list-style-type: none"> • Non-compliance with plastic waste management regulations could lead to imposition of environmental compensation, that may negatively impact Company's reputation. Additionally, stricter government laws around usage of plastics including bans may give rise to multiple challenges such as redesign of product packaging, shelf life- and product distribution related issues; • Disruptions in the supply chain for recycled plastic or plastic packaging substitutes as required by law, could impact the Company's ability to comply, produce and distribute products; • Inability to provide sustainable alternatives could have a negative impact on consumer sentiment.

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk/ Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
3.	Talent Management	Risk	Difficulty in attracting and retaining high quality talent in a highly competitive market	<p>Risk Mitigation Strategy</p> <ul style="list-style-type: none"> • Strengthening and communicating ITC's talent proposition about 'Building Winning Businesses. Building Business Leaders. Creating Value for India'; • Providing meaningful and challenging roles which enrich individual capability and act as a powerful incentive to stay, learn and grow; • Building a robust talent pipeline across responsibility levels through requisite quality in key roles, depth of bench and reliable succession plans; • Investments in capability building of managers through access to the best-in-class upskilling programmes and development interventions; • Recognising and nurturing specialism so that employees who wish to focus on niche, business critical skills can continue to grow in their area of expertise; • Benchmarking compensation to the relevant market periodically, ensuring strong alignment with short term and long-term performance, particularly at senior levels and ring-fencing top talent; • Ensuring the talent quotient in the Company remains healthy and vibrant through annual segmentation supported by differential rewards and progression opportunities for industry leading talent; • Energising and nurturing pride in membership through frequent leadership outreach to managers; 	<p>Potential impact</p> <ul style="list-style-type: none"> • Lack of requisite quality of management personnel could adversely affect business operations and long-term growth prospects; • Talent attrition beyond acceptable levels may impact ability to effectively fulfil Organisational goals and Customer expectations.

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for Identifying the Risk/ Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
3.				<ul style="list-style-type: none"> • Engaging with the country's premier academic institutions to communicate the Company's talent proposition through case-study competitions, knowledge-sharing programmes by senior managers and the annual internship programmes creating a compelling proposition for the best candidates to aspire for a career with the Company; • Promotion of Diversity, Equity and Inclusion through supportive policies based on principles of equity; • Implement measures to ensure sufficient representation of women in selection pools and deployment of the differently-abled across suitable opportunities in the value chain towards meeting the diversity and inclusion goals of the organisation; • Agility in adjusting HR practices and providing contemporary and relevant work policies to employees such as flexible work arrangements. 	