

Value Created for Stakeholders

Creating shared value

We empower and guide stakeholders to collectively create value for all. By fostering trust and transparency, we aim to contribute positively to society and create a sustainable impact that goes beyond our bottom line.

Together, these principles drive our actions and shape our journey towards a future where sustainability, innovation, and passion coexist harmoniously, benefiting our stakeholders, and the world we live in. Together, we define excellence.



Investors

Superior stakeholder returns through optimal utilisation of resources

23.5%

Dividend payout ratio

PG 48 ▶



Customers

Best-in-class products and services

99.7%

Customer complaints resolved

PG 52 ▶



Employees

Protecting and nurturing our employees

67,000+

Total training hours

PG 56 ▶

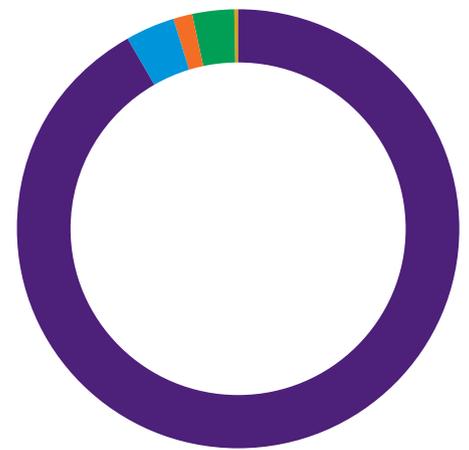
Economic Value Distributed

(GRI: 201, 2016) (Consolidated)

Economic value distributed refers to the allocation and dispersion of economic value generated by us among our various stakeholders



	FY23	FY22
Operating costs	₹117,989 Mn	₹105,319 Mn
Employee wages and benefits	₹4,568 Mn	₹4,066 Mn
Payments to providers of capital	₹2,692 Mn	₹1,844 Mn
Payment to government	₹3,704 Mn	₹3,340 Mn
Community investments	₹229 Mn	₹194 Mn



Total Value Distributed in FY23

₹129,182 Mn

Total Value Distributed in FY22

₹114,763 Mn



Value Chain Partners

Creating an inclusive ecosystem for partners

70%+

Sustainable sourcing

PG 60 ➔



Communities

Empowering beneficiaries through our CSR activities

100,000+

Lives impacted

PG 62 ➔



Environment

Minimising our impact on the environment

17%

Contribution of renewable electricity to total electrical consumption

PG 70 ➔