

A Sustainable Society



120,550

hours of training
provided



23 Cr INR

CSR
spend



3.6 Lakh

direct beneficiaries
supported

Contribution to the SDGs



CSR – health

Extensive support to pediatric care at Government General hospital, Kakinada and Community Medical Centers for preventive healthcare



CSR – education

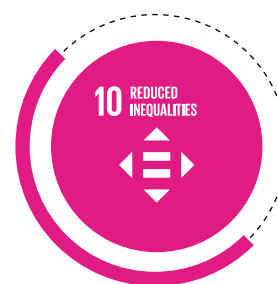
Support first generation learners and inclusiveness of children with special needs



Safety

Continuous emphasis and training for employees on occupational health and safety

Health services extended to employees during the COVID -19 pandemic



Diversity

Hiring practices enabling diversity and inclusion

Coromandel considers the employees as its greatest assets who have been foundational to the organization's past success and will continue to be the driving force for its sustainable future growth.

People well-being and capability development agenda is at the forefront of its business approach and is being recognised as a key component for achieving the organisational goals. The Company believes in supporting its local communities and providing adequate support to address its needs. Healthcare support is provided through

strengthening local medical infrastructure. In addition, it enables holistic educational improvement by supporting few local schools, providing aid for children with special requirements and giving scholarships to girl children.

The Company encourages a strong culture of safety at work and has adopted Safe Start, a Behaviour Based Safety program to help strengthen the culture of safety in the organization. It also conducts an annual Safety Culture Survey to assess the gaps and impact of safety related initiatives.

Employee Engagement

At Coromandel, it is important that its people feel strongly connected to the brand, the business and the Murugappa Group. Over the last few years, the company has implemented several employee engagement initiatives that aim to provide an open and collaborative work environment that nurtures teamwork and sustained career progression. Coromandel's Leadership team plays an active role in reviewing key engagement agendas and setting specific action plans, which focus strongly on the role of managers and developing team effectiveness.

The Company periodically carries out Employee Engagement survey to identify improvement opportunities across systems and practices to help build an engaged organization. Based on the recommendations of the survey, actions are implemented to improve engagement outcomes. The last survey carried out in 2018 reported

significant improvement in the scores across the businesses, driven by its capability enhancement, employee recognition and communication and job rotation initiatives.

Based on the feedback from the past survey, various employee engagement initiatives are being rolled out and the Leadership team at Coromandel continues to review the key engagement agendas for the organisation through specific action plans. A sustained focus on the role of the manager and developing team effectiveness has been at the core of the action plans. Specific initiatives were launched in the area of Leadership development, Communication, Learning and Development and Recognition at Functional, Business and Organisational levels.



Hiring & Employee Turnover

Hiring at Coromandel takes place on the basis of merit, competency and experience. The Company strives to maintain an equitable balance in the diversity in its hiring practices.

In FY 2020-21, Coromandel recruited 736 new employees across its business divisions. This is 14.6% of its total workforce of 5,031. The tables below depict the number of new hires by gender, age and division.

New Hires by age, FY 2020-21

Age category (Years)	Number of New Employee Hires	New Employee Hires (In %) ⁹
Less than 30	468	40.5%
30 – 50	265	8.1%
Above 50	3	0.5%
Total	736	14.6%

New Hires by gender, FY 2020 – 21¹⁰



Number of New Employee Hires
697

New Employee Hires (In %)
14.4%

Total

736

14.6%



Number of New Employee Hires
39

New Employee Hires (In %)
21.2%

New Hires by division FY 2020 – 21

Division	Number of New Employee Hires	New Employee Hires (as % of business strength)
Fertilizer + SSP	220	10.2%
Crop Protection	246	16.1%
Retail	216	19.7%
Speciality Nutrients (SND)	32	25.6%
Organic Fertilizers	3	15.0%
Corporate	19	12.5%
Total	736	14.6%

Company's consistent focus on the development and wellbeing of its employees is reflected in the duration of their employment at Coromandel. In FY 2020 -21, the employee turnover dropped by 29% over the previous year to 566 employees. The tables below represent employee turnover by age, gender and division.

Turnover by age, FY 2020 – 21¹¹

Age category (Years)	Employee Turnover	Employee turnover (as % of Group strength)
Less than 30	301	26.0%
30 – 50	162	4.9%
Above 50	103	17.1%
Total	566	11.3%

Turnover by gender, FY 2020 – 21¹²



Employee Turnover
540
Employee turnover (In %)
11.1%

Total

566

11.3%



Employee Turnover
26
Employee turnover (In %)
14.1%

Turnover by division FY 2020 – 21

Division	Employee Turnover	Employee turnover (In %)
Fertilizer + SSP	172	8.1%
CPC	181	11.9%
Retail	181	16.5%
SND	16	12.8%
Organic Fertilizers	2	10.0%
Corporate	14	9.2%
Total	566	11.3%

9. as % of Group total

10. as % of Group total

11. Turnover percentages are total turnover, which include retirement, dismissal and death

12. as % of Group total



Parity in remuneration

Employee remuneration is influenced by a host of factors such as education, experience, number of years in the organization..



Benefits provided to employees

Employees at Coromandel are provided numerous benefits in compliance with labour laws.

FY 2020-21					
Sr. No	Types of Benefits	Indicate the benefits that are applicable (Yes / No)		Indicate to what extent the benefits provided are beyond regulatory requirements.	
		Permanent Employees	Temporary / Part-time Employees	Is this benefit required by law?	If the benefit is required by law, is the company providing additional benefits to that required by regulations?
1	Life insurance	Yes	Yes (Due to prevailing Covid Pandemic, also have a Life Insurance Policy for Contract Workers)	Yes	Yes, For Ex : EDLI, ESI, Apart from the statutory, Coromandel has covered all its Contract Employees and Field Employees for Covid Hospitalisation and Deaths. All Permanent employees are covered under Group Term Life Insurance where the dependents receive the 50 times the last drawn monthly gross and Group Personal Accident Insurance Policy.
2	Health care	Yes	Yes	No	Apart from the statutory, Coromandel has covered all its Contract Employees and Field Employees for Covid Hospitalisation and Deaths. All Field employees are covered under Group Personal Accident Insurance Policy. All Permanent employees are covered under Group Term Life Insurance where the dependents receive the 50 times the last drawn monthly gross and Group Personal Accident Insurance Policy
3	Disability	NA	NA		
4	Annual Medical Health Check up	Yes	No	No	Once in 2 years for less than 40 years, Annually for 40 Years and above
5	Parental leave (maternity leave or paternity leave)	Yes	As Applicable as per Statutory Norms	Yes	6 Months Maternity Leave +6 Months of Flexi/ half day working, Paternity Leave 5 days
6	Marriage leave (additional to normal leaves allotted)	No	No	No	
7	Bereavement leave (additional to normal leaves allotted)	No	No	No	

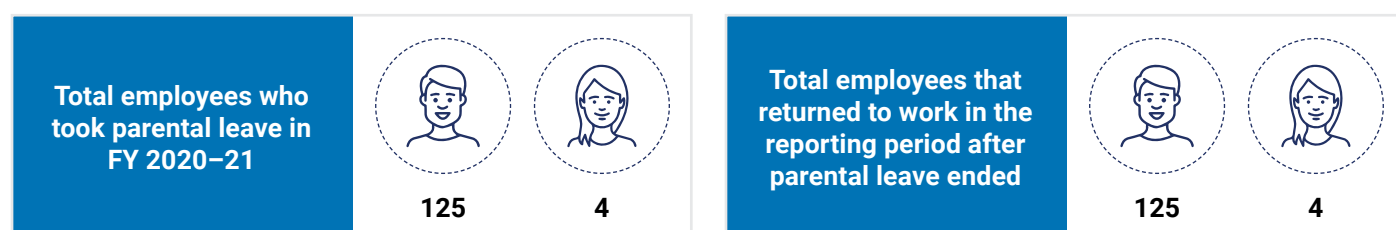
8	Accident leave	Yes	Yes As Applicable	No	Apart from the Statutory, All Field Employees are covered under Group Personal Accident Insurance.
9	Pandemic Leave	Yes	Yes	No	Introduced during Covid, additional leave, which can be taken if employee is covid infected
10	Retirement provision	Yes	Yes	Yes	
11	Stock ownership	Vice President and Above		No	Applicable from Vice President and above
12	Transportation	Only Plant Employees as Applicable/ Optional	NA	No	
13	Housing	No	No		Only in Vizag Plant, specific to Grade
14	Food allowance	As Applicable	As Applicable	No	Sodexo in Corporate, Meals are provided in Plants
15	Extra paid holidays	No			
16	Benevolent Fund	Yes	No	No	
17	Funeral Expense	Yes	Yes	No	Under ESI for Contract
18	Higher Education	Yes, As Applicable and as approved			
19	Mobile Set	Yes, As Applicable and per Grade	No	No	
20	Cars and Fuel	Sr. General Manager and above	No	No	
21	Club Membership	Vice President and above	No	No	



Parental leave

The HR policies contain provisions for maternity, paternity and adoption leave. The Company provide 6 months maternity leave, 5 days of paternity leave in addition to supporting its employees to transition back to work post return.

Information of employees who availed Parental Leave during the year in FY 2020-21 is given below:



Capability Development

The Company nurtures talent through various capability management programs to hone technical and behavioural skills and meet business specific requirements. The Learning and Development initiatives cater to a wide variety of employee profiles addressing Sales and Marketing, Manufacturing, Operations and Leadership areas.

- a. The Leadership Development initiatives are designed to identify High Potential individuals across Business and Functional areas, who undergo extensive training in preparation to take on roles of greater responsibility and challenges.
- b. Company has put in place strong talent review and succession management processes which include regular review by the Leadership team to nurture and grow future leaders. During the year, 100% of the permanent employees completed the performance reviews and counselling.
- c. The Company's digital learning platform Vidhya online is being used extensively for the learning and development of employees. Since its inception in 2017, ~4000 employees have benefitted through 33 high content modules.

Vidhya Online - Progress in last 5 years



	No. of new modules	No. of Employees benefitted
FY17	1	490
FY18	5	561
FY19	9	653
FY20	9	877
FY21	15	2106

During the year, the initiative received global recognition from the European Foundation for Management Development.

Coromandel has partnered with some of the leading academic institutions such as ISB, Great Lakes, Indian Institute of Management, IIFT, NAARM, Centre for Creative Leadership, SHRM, ANGRAU, etc. The Company also engages specialized consulting firms like BCG and KPMG to offer niche and customized programs to strengthen employee capabilities. These programs include Excel-30, Coromandel Finance Academy, Sales Force Training Academy, Branding and Communication & Corporate Knowledge Centre.

Course	Audience	Description
Crisis Management	Leadership team	Management best practices in COVID -19 times
Coromandel Finance Academy	Finance professionals	Enhance financial and general management skills. Conducted in partnership with KPMG.
Salesforce Learning Academy	Frontline and middle management Fertilizers Sales and Marketing team	Augment agri domain capabilities and managerial skills
Coromandel Knowledge Centre (CKC) at Kakinada	Manufacturing	Strengthen manufacturing capability, knowledge, best practices in key areas of Safety, Manufacturing, Production, Operations, Engineering, Technology, 5S, TQM, TPM
Vidhya Online	All employees	e learning module offering technical & behavioural training
Finance Teach back Sessions	Finance executives	Finance sessions conducted by internal Subject Matter Experts
Leadership Development-HiPos	Junior & Middle management	To strengthen the Leadership pipeline across businesses
SPEED (Sales Performance Thru Energy, Execution and Discipline)	Area Manager Retail Operations (AMROs)	To enhance capabilities of Retail Area Managers in delivering their current responsibilities while preparing them for next level.

The table below depicts the hours of training across employee category and genders.

Employee Category	Participants (Unique)	Hours of training	Average training hours
Senior management	24	761	14.63
Middle management	551	22868	35.89
Junior management	2729	77928	25.42
Non-Management Staff	1018	18993	14.87
Total	4322	120550	23.96
	4190	115768	23.88
	132	1074	25.98

Employee Communication

Coromandel's transparent work environment values the diversity of opinions and provides a platform for shaping employee ideas into action. In its endeavour to keep the workforce across geographies connected to the Senior Leadership, the Company conducts enterprise-wide quarterly Communication Program 'Chronicle'. As part of this, the Senior Leadership interacts with the employees across locations through webinars on business priorities and way forward plans.

'Voice', Company's award-winning in-house magazine, shares internal news and keeps the employees updated of the latest events and recognitions. Company carries out a periodic corporate induction program for all the new hires which provides a platform to interact with the Senior Leadership team and get a deeper understanding about the Company's culture, values and goals, businesses and policies.

In 2020, the company launched HRMS module, which has automated majority of the HR processes and brought in uniformity across all locations of Coromandel. Through the module, HR processes like hiring, recruitments, exit etc., which were earlier manual, have been digitalized. Also, a number of mobile applications have been launched like Alt Work life, Zippi Messenger & Jinie Chatbot through which employees can easily manage their attendance, leaves or other HR specific processes.

Occupational Health and Safety

As an industry engaged in complex chemical manufacturing processes, Coromandel gives paramount importance towards ensuring the well-being and safety of its employees, contractors, visitors and local communities around its operational areas. The Company has instituted occupational health and safety management systems aligned with OHSAS/ISO standards that covers 100% of its employees and contract workers. Coromandel has put in place a Hazard Identification and Risk Assessment (HIRA) system and uses the mySetu software platform to manage work-related hazards. The Company has put in robust processes and established safety performance indicators to track its SHE performance. Employees are consistently encouraged to raise safety concerns and these inputs are periodically monitored in various review mechanisms and are timely closed out.

Coromandel follows a zero-harm policy and has established robust processes and safety performance indicators to continuously monitor and evaluate its performance on Safety, Health and Environment (SHE). Safety surveillance measures have also been improved at vulnerable areas at various plants with the installation of CCTVs. Other initiatives such as Safety Week and defensive driving workshops are also part of its steps to sustain a strong emphasis on a safe work environment.

The Company carries out process safety survey periodically (Safety perception survey) and an overall improvement in performance has been observed.

Further, to enhance the process safety culture at its manufacturing sites, external agencies like Dupont, UK-HSL and Chola MS have been engaged. During the year, the Company has upgraded the safety infrastructure its warehouses by installing sprinkler system, Advanced detector system and modernised rack system.

Safety Survey Scores

Plant	Survey Agency	Score FY19	Score FY21
Fert - Vizag	UK-HSL	3.80	4.56
Fert- Kakinada	UK-HSL	3.91	4.30
Fert- Ennore	UK-HSL	3.55	3.86
CPC - Sarigam (Mgmt commitment)*	DuPont	1.50	3.50
CPC - Ankleshwar	Chola MS	Baseline	
CPC - Dahej	Chola MS		

* Improvement across all Safety Mgmt Evaluation parameters

In addition to emphasizing workplace safety, the Company regularly conducts workshops and seminars on health awareness and offer an employee assistance program (EAP) which provides counselling for emotional wellbeing to its people as well as their families.

The key safety metrics for FY 19-20 and FY 20-21 are shown in the table below.

Metric	2019-20	2020-21
Fatalities	2	1
Total Incidences	14	16
Lost Time Accidents	3	3
Total Medical Treatment Case	6	8
Total Recordable Incident Rate	0.71	0.88



Successful adoption of Process Safety Management System

Coromandel has adopted OSHA CFR 1910.119 for Process Safety Management System (PSMS) for over two decades. PSMS involves sound management principles for identification, understanding and controlling the hazard. It builds on the Occupational Health & Safety Policy and is designed to proactively prevent process incidents that could have a harmful impact on employees, community, facility assets and the environment.

PSMS consists of 19 elements including a culture of safety. It applies to specified hazardous chemicals and energy systems such as ammonia, sulfuric acid, high pressure steam, instrument air and vacuum. These elements of PSMS are integrated with the management of process safety design, construction, maintenance, and operation of all process plants.

As part of its commitment to continuous improvement and to further strengthen the PSMS program, Coromandel has adopted five new enablers that drives Risk Based Process Management System (RBPS) at its manufacturing sites.

The drive to roll out Process Safety enablers which include management commitment and involvement, risk-based approach, knowledge management, process safety competency and performance indicators started in the year 2018 with help of a renowned subject matter expert. Today the PSMS is incorporated and successfully operated at all our fertilizer plants.

In light of the COVID – 19 pandemic, Coromandel's units conducted virtual training sessions for employees that included a discussion on symptoms of the disease, preventive measures as well as advice on managing related emotional stress. Coromandel has also developed and implemented SOPs at the plants with respect to COVID safety measures. The Company continues to carry out measures such as screening, testing, social distancing, staggered shifts.



Figure 40: Building a culture of safety



Figure 41: Vaccination drive, Ankleshwar

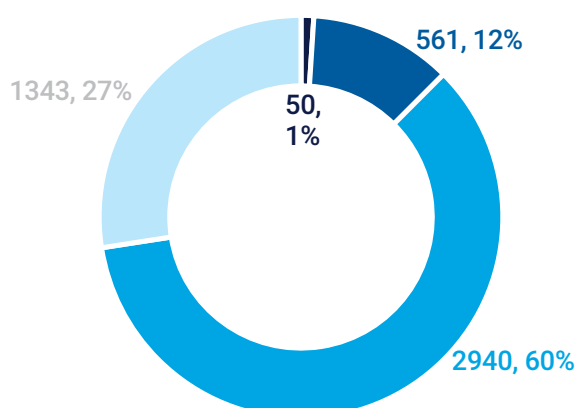
Driving employee well-being initiatives during Covid-19

- Focus on Focus on Employee Health and Safety - Work from Home, Operations with adequate safety measures, SOP implementation across Plants
- Insurance Policies - Covid Term Life Cover, Group Insurance Policy including Covid hospitalisation, and Covid Home Care Treatment
- Compassionate fund, Pandemic Leave Policy
- 24/7 Teleconsultation with Doctors
- Awareness Program with Leading Doctors on Second Wave
- Free vaccination for employees

Diversity and Inclusion

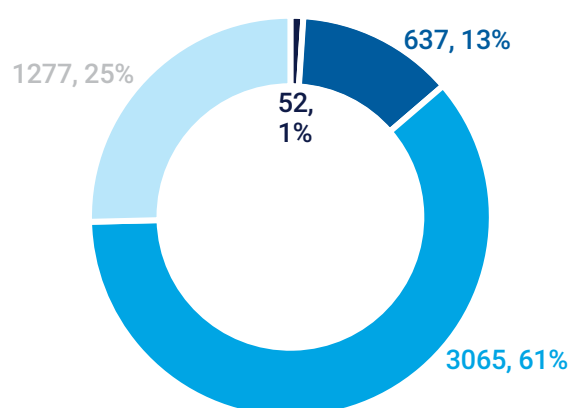
Coromandel is an equal opportunity employer and has undertaken various initiatives to improve age and gender representation and inclusion across all levels of the organization. Its spread across age groups and gender is as shown in the charts below.

Category wise employee distribution - FY 2019-20



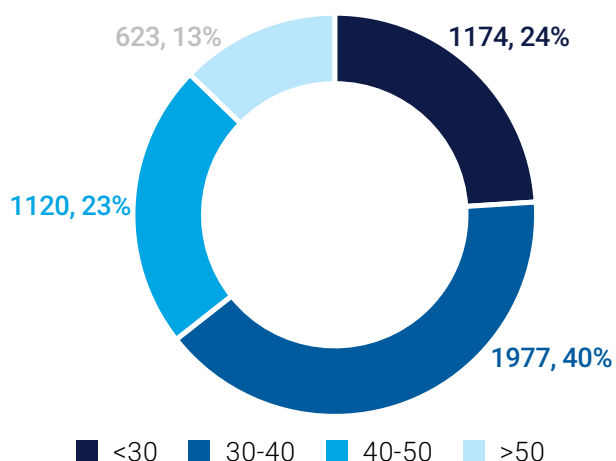
■ Senior management
 ■ Junior management
■ Middle management
 ■ Non-Management Staff

Category wise employee distribution - FY 2020-21



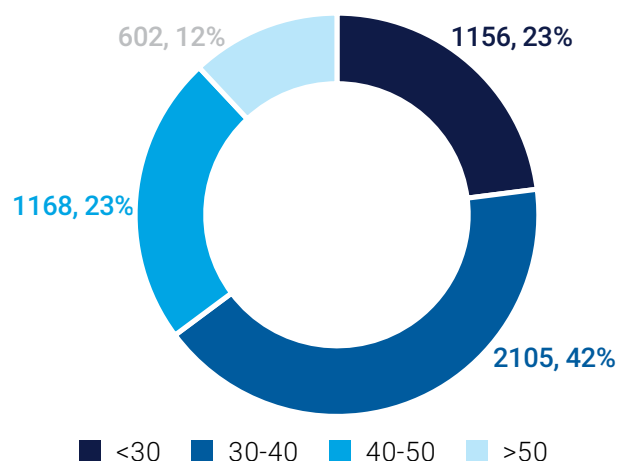
■ Senior management
 ■ Junior management
■ Middle management
 ■ Non-Management Staff

Age wise distribution of employees for - FY 2019-20







■ <30
 ■ 30-40
 ■ 40-50
 ■ >50

Age wise distribution of employees - FY 2020-21



■ <30
 ■ 30-40
 ■ 40-50
 ■ >50

	FY 19-20		FY 20-21	
Employee Category				
Senior management	49	1	51	1
Middle management	535	26	605	32
Junior management	2806	134	2920	145
Non-Management Staff	1336	7	1271	6
Total	4726	168	4847	184

Though the present female representation at Coromandel is low at 3.65%, the Company is committed to improve the gender diversity over a period of time. The remuneration policies are based on merit in line with the performance KPIs. As of FY 20-21, the ratio of basic remuneration of women to men stands at 1.02. Its Policy on Prevention of Sexual Harassment (POSH) ensures a harassment free

workspace. All employees are communicated on regular basis on the various aspects of prevention of sexual harassment at work through e-articles and other means of communication. The Internal Complaints Committee (ICC) investigates and takes action on any reported cases. During the year 2020-21, no case was reported on sexual harassment.



Figure 42: Management Trainee Induction

Freedom of Association & Human Rights

Respect for Human Rights is firmly entrenched in the philosophy of the Murugappa Group. The Coromandel Guide to business Conduct (CGBC) emphasizes respect for Human Rights in all its business engagements including respect for fundamental rights, prevention of sexual harassment, prevention of discriminatory behaviour and adherence to SHE policies. Coromandel has implemented various management systems that ensure protection of Human Rights. These are supplemented by policies such as the HR Policy, Training and Communication Policy, 5S policy.

The Company measures its progress on Human Rights protection through the following metrics:

- Training Mandays and employee coverage for awareness on Policies and CGBC
- Employee engagement Survey outcomes on relevant parameters
- Number of grievances received and addressed
- Internal HR and Management audit points and closures
- 5S audit score for work environment

There are 1,236 workmen on roll across all the manufacturing units of Coromandel. There are 8 workmen unions recognized across Coromandel of which 912 workmen (74%) are the members of the unions and 324 workmen are non-unionized. The company maintains cordial relations and has been awarded 'Best Management Award' by the Labour Department, Government of Andhra Pradesh, for maintenance of harmonious industrial relations, industrial productivity and commendable contribution for the welfare of the workers.

It complies with all applicable laws to uphold the rights of every stakeholder and gives special emphasis to ensuring no child labour is engaged in any of its operations.

There were Nil complaints on violation of human rights in FY 2020-21.

Socio – economic Compliance

Coromandel complies with applicable socio-economic regulations for its employees and contract workers such as payment of wages, minimum wage, overtime, maternity benefits etc. Periodic audits are conducted across the organization to ensure compliance

In this reporting year, there were no instances of non compliance to socio-economic laws or regulations.

Community Engagement

Coromandel has a strong commitment towards societal engagement and is focused towards bringing inclusive growth and development through various need-based interventions across its operating locations. The cornerstone of its CSR approach is to achieve sustained growth while co-creating better socio-economic opportunities in its ecosystem. The Company firmly believe that business and society can strengthen each other when they are integrated in mutually reinforcing partnerships. Its CSR interventions are taken up through a partnership mode with government agencies, community-based organizations, and the local community and its works in area of Education, Healthcare, Environment & Sustainability and Community Development. The spirit of community engagement is integral to the Company culture with active volunteering by the employees, trade unions and Ladies Club. The Company also partners with its parent Murugappa Group through AMM Foundation (an autonomous public charitable trust engaged in philanthropic activities in the field of Education and Healthcare) for contributing towards society's development.



Support during COVID-19

During the year, with the Covid-19 pandemic heightening the vulnerability of the marginalized segments such as children, women, the elderly and those with disabilities, Inclusion became the central theme of its CSR programmes and initiatives. Realizing that the daily wagers, migrant labourers, street dwellers and other socially vulnerable sections were in distress, the Company provided timely help in form of ration and hygiene kits. Many women from the Self Help Groups promoted by Coromandel were actively engaged in stitching facemasks and gloves and making handwash and phenyl. The Company made monetary contributions to the PM CARES Fund and CM Relief fund. To ramp up pandemic-related relief supplies, Coromandel established Covid Care Centres and built facilities in government hospitals including a COVID care ward in Kakinada. The Company also volunteered by joining Covid Warriors in their efforts in providing PPEs and sanitation kits to the local community and workforce. The Company collaborated with the government authorities and communities towards containing the virus spread around its manufacturing locations in Telangana and Andhra Pradesh. Efforts were made to propagate Covid-appropriate behaviour through frequent and effective communication campaigns. The door-to-door program reached a large number of communities and brought about behavioural change around social distancing, mask donning and frequent hand washing.



Figure 44: Supported in developing Covid care Ward at Government General Hospital, Kakinada

CSR Spend FY20-21 (Rs lakhs)

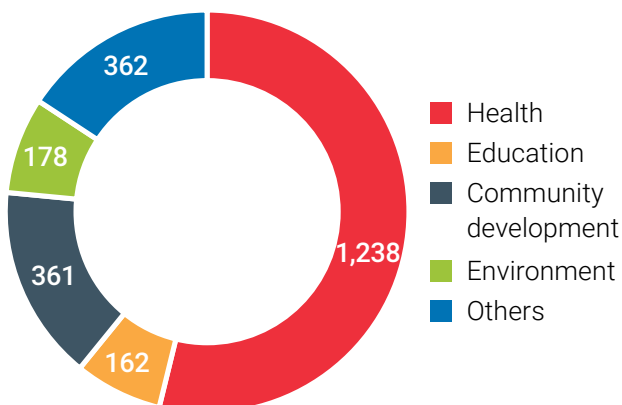


Figure 43: Creating awareness in the communities, Ankleshwar

Swasthya Suraksha Mitra- Awareness and Essential Healthcare during Covid

During the year, Coromandel's Ankleshwar unit extended health awareness campaigns in select villages on a weekly basis through its implementation partner Helpage India. Under this, para medical health staff conducts one-to-one counselling and basic health check-up. Paramedics carry out essential screening for blood sugar, blood pressure, haemoglobin level, Oxygen level and temperature. In addition to counselling, free health check-up is provided to elderly & their community and the team also provide referrals to the Civil hospital Bharuch. The initiative has been appreciated by the government authorities and is driving awareness among the community.

Education

Coromandel supports Government efforts to deliver quality education to children in underserved communities. Through its community initiatives in Education, it encourages families and children to continue schooling, with the aim of lowering the rate of school drop outs and expanding families' vision to the benefits and possibilities that come with education.



Educating First Generation Learners

In partnership with the IIM Ahmedabad Alumni Association, Hyderabad Chapter, Coromandel is supporting the education needs of Udbhav School. Located in Rasoolpura which houses a large population of underserved families, the school runs classes from Classes 1 to 10 and has enrolled ~600 students and employs ~ 30 staff.

It follows the modern methodology of participatory learning and eschews the conventional rote method. The school endeavours to deliver holistic education, for the all-round development of its students and prepare them to negotiate with the larger world.

Coromandel's employees volunteer in this initiative and contribute to different aspects of children's growth and development.



Shaping the Future (Coromandel's Girl Child Scholarship)

The Coromandel Girl Child Education Scheme (CGCES) was conceptualised with the aim of providing educational assistance to girls in class IX-XII and encourages them to continue their education. It sets out to achieve equality of educational opportunities and promotes the development of talent in rural areas by educating talented rural girl children in government schools. In addition to providing scholarships to girl child beneficiaries, career counselling and life skill training programs are also conducted for the girl children, to progress in life. Till date, more than 5000 girls have benefitted from this program.

This programme launched in 2005 has been supporting the educational needs and aims to:

- Reduce the percentage of rural girl child school drop-outs.
- Enthuse the rural girl child to compete for the award.
- Encourage the rural girl child to go for higher education



Figure 45: Girl Child Scholarship



Supporting education of children with special needs

Established in 1969, Balavidyalaya is a non-residential early intervention centre for children aged 0 – 5 years old children with hearing challenges. It is among the first institutions in the country that stressed the need for early mediation in helping children acquire language capabilities.

Balavidyalaya's objective is to help children make the best use of their residual hearing with the aid of hearing devices and to acquire suitable language capabilities. It is to the credit of the school that 100 % of their students learn to communicate through speech.

Coromandel has been supporting this noble cause and has assisted in developing infrastructure to enable the right learning environment. The Company has built an auditorium and contributed learning aids for the development of the children.



Figure 46: Balavidyalaya School

Healthcare



Paediatric Ward at GGH Kakinada, A Model of Care Delivery

Coromandel recognises the need to support the government health delivery system for effective primary healthcare. Within this larger objective, Coromandel undertakes various healthcare initiatives in and around its areas of operations through Coromandel Medical Centres, general & multi-speciality health camps, school camps, and mobile medical van services. Besides this, a number of awareness camps are undertaken to increase knowledge levels and imbibe a healthy approach to life.

During the year, Coromandel established an outpatient hospital to address the healthcare needs of the communities in and around Kakinada. In a recent community perception study, there was an identified need to add more diagnostic services to the Coromandel Medical Centre. The identified needs are being addressed by the health care services at the Coromandel hospital. The hospital offers services of a well-equipped diagnostic laboratory, ophthalmologist, dentist, physiotherapist along with pharmacy services, where medicines are provided on a cost-to-cost basis.

Coromandel has tied up with Hrudaya - Cure a Little Heart Foundation, which treats congenital and acquired heart diseases in children (under 12 years of age) from underserved communities and prevents avoidable mortality. Coromandel has supported heart surgery for over 30 children and continues to provide financial assistance to improve the health of many.

The Company has been associated with the Government General Hospital (GGH) in Kakinada since 2013, where it has supported the refurbishment of the paediatric ward and helped raise the quality of services. Coromandel supported the refurbishment of the ward with the latest equipment, including 4 ventilators. Since being renovated, the ward has played a key role in reducing the mortality rate from 11.4% to 6.6% among infants and young children.

Today, the paediatric ward is held up as a model for other organizations to emulate and is recognized for its care delivery standards. For this initiative at GGH Kakinada, Coromandel has received a prestigious National Award from the Public Relations Society of India (PRSI) in the Best CSR project in Childcare category.



Figure 48: Kakinada Paediatric Ward



Figure 47: Coromandel Hospital, Kakinada

Coromandel Medical Centres

Some years ago, Coromandel conducted a baseline study among the communities near their operating areas. The findings revealed that access to healthcare facilities were a major challenge that community members faced.

Following these learnings, Coromandel Medical Centres (CMCs) were established at Ennore, Vizag and Sarigam for communities around its operating areas to have improved access to preventive healthcare facilities. These centres are manned by qualified healthcare personnel and offer out-patient facilities including injections, IV fluids, nebulisation, and instant testing of blood sugar.

That these facilities address a real need for communities is reflected in the number of people who access health services at these centres. During the year, the CMCs extended medical support to 4194 patients and offered tele counseling to 12423 members.

Community Care and Development

Coromandel endeavours to positively impact underserved communities by supporting a wide range of socio-economic, educational and health initiatives. It works to strengthen community institutions by forging strong partnerships with community and Government bodies, to support communities become self sustaining and for development models to be replicable across locations.

Coromandel supports Government relief efforts during calamities and stands committed to community development. The Company has always stood by the communities in its operations areas, when they have been adversely affected by natural disasters such as floods, cyclones and more recently COVID-19. Its interventions are tailored to support disaster hit communities and provide immediate relief. The Company provides basic amenities like safe drinking water and food to the affected and ensure they receive supplies of essential commodities. The Company also extends assistance and volunteer in relief operations.

Coromandel also provides vocational skill training in Agri-Skilling to the underprivileged sections in rural areas for employment or self-employment, thereby helping them to build confidence and contribute to improving their socio-economic conditions. The training is provided on retail and agri based skills which helps them to economically engage in their respective areas.



Figure 49: Provision of safe drinking water – Sarigam



Figure 50: Livelihood creation

Creating alternate livelihood opportunities

Coromandel initially started out with delivering sessions to create health awareness among women. Subsequently, the women's groups were strengthened, and the livelihood intervention program was initiated. Under this intervention, women's groups are engaged in making gloves that are used by Coromandel's operations team at the Vishakhapatnam plant. At present, the glove production operations are being scaled up to increase the number of women. Many more of them are being trained and additional skills are also being imparted to enhance their opportunities for additional family income and to empower them by building independence and sufficiency.

During the Covid 19 pandemic, these women's groups took lead in developing low-cost masks to improve personal hygiene among the local communities.

Way Forward

Coromandel, guided by the Five Lights of Integrity, Passion, Quality, Respect and Responsibility conducts its business in an ethical and inclusive manner. As a leading agri solutions player interacting closely with the farming community and operating in a chemical industry segment, the Company understands its responsibility towards making its processes, value chain and agricultural systems more sustainable and robust.

Over the years, the Company has taken progressive steps towards energy efficiency and heat recovery, product stewardship, sustainable waste management, biodiversity conservation and in engaging with its farmers and communities.

This year, Coromandel with its first Sustainability Report themed 'Growing Responsibly', has taken a formal approach to engaging with key stakeholders and defining the issues most material to its business. Coromandel acknowledges that there is much more that can be done as an organization to advance its sustainability initiatives. In the coming years, the Company plans to develop a sustainability framework and strategy, clearly outlining its targets and plans to achieve them. Some of the broad contours that Coromandel aims to address as part of its sustainability journey are identified below:

1. The Company is cognizant of the need for a holistic climate change plan, which includes increasing the adoption of renewable energy sources and innovating for climate-resilient agriculture.
2. The Company aims to embed circular economy into the value chain by maximizing nutrient recovery, diverting waste away from landfills and minimizing the plastic footprint
3. Coromandel shall continue to focus on creating green spaces and conserving biodiversity around the areas in which it operates
4. With increasing scarcity of water for the Company, the farmers and communities, Coromandel aims to develop a holistic water management plan that includes formal water risk assessments
5. On the social front, the Company recognizes the need for a greater focus on promoting gender diversity across various levels of management
6. The Company is committed to further streamlining its sustainability data management mechanisms for increased transparency and meeting leading global ESG disclosure requirements.
7. Coromandel aims to build dedicated partnerships to enhance farm yields in a manner that achieves a carbon positive future, equitable distribution of wealth across its value chain and enhanced digitalization of farm practices
8. Finally, a focused approach to integrating sustainability at Coromandel is envisioned that is supported by a robust governance structure and that is aligned with the global agenda on sustainability including the UN Sustainable Development Goals.

Coromandel is driven by the philosophy, *"The fundamental principle of economic activity is that if no man you transact with shall lose, then you shall not."* The Company aims to sow the same into its sustainability agenda and making its stakeholders a part of the sustainability journey. Staying true to its philosophy, Coromandel envisions to build and enhance the prosperity of farmers and all through a sustainable, resilient and healthy agricultural system.