



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

Transcript of the 56th Annual General Meeting of Procter & Gamble Hygiene and Health Care Limited held at 11:00 a.m. on November 24, 2020 through video conference/ other audio-visual means

Mr. Chittaranjan Dua – Chairman & Independent Director, Procter & Gamble Hygiene and Health Care Limited:

A very warm welcome to all of you and thank you indeed very much for joining us at the 56th Annual General Meeting of Procter & Gamble Hygiene and Health Care Limited. It is now a few minutes past 11 and I declare the meeting open. In view of the COVID-19 pandemic, and social distancing norms, the company has arranged for the shareholders to join through video conference and other audio-visual means in compliance with the directions of the Ministry of Corporate Affairs. We sincerely hope that you are all safe and sound and find the meeting to be in order. While we miss the opportunity to interact with you in person, as we have in our earlier AGMS, we are glad that we still have been able to come together virtually in these unprecedented times. The requisite quorum being present, I call the meeting to order. And let me begin by introducing the board members and management officials.

Mr. Madhusudan Gopalan, Managing Director. Ms. Meena Ganesh, Independent Director. Mr. Anil Kumar Gupta, Independent Director. Mr. Pramod Agarwal, Director. Mr. Karthik Natarajan, Director. Ms. Sonali Dhawan, Director. Mr. Gagan Sawhney, Director. Mr. Prashant Bhatnagar, Chief Financial Officer. Ms. Flavia Machado, Company Secretary. Mr. John Chevalier, Chief Investor Relations Officer. The representatives of the statutory auditors and secretarial auditors are also attending this meeting. I am informed that two representations under Section 113 of the Company's Act, 2013, representing 70.64% of the paid-up share capital of the company have been received. Since the auditors' report and the secretarial audit report do not contain any qualifications or observations, they are not required to be read. I now request Ms. Flavia Machado, Company Secretary, to take the shareholders through general instructions regarding the virtual participation in this AGM. Flavia, over to you.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

Ms. Flavia Machado – Company Secretary, Procter & Gamble Hygiene and Health Care Limited:

Good morning dear shareholders. Please note that the facility of participation at this AGM is available for 1000 members on a first come, first serve basis. All members are placed on 'mute mode' by the host, so as to avoid any disturbances, and to ensure smooth conduct of the meeting. Since this meeting is being held through video conference means, physical attendance of members has been dispensed. The facility to appoint proxies to attend and cast votes on behalf of the members is not available for this AGM. Register of directors' shareholding and register of members are available electronically for viewing by the members. Shareholders who wish to view the same may view it on the e-voting system. If any shareholder faces any technical issues, he or she may call the NSDL helpline at 1800-222-990. Live streaming of this meeting is available on the NSDL website.

Over to Mr. Dua.

Mr. Chittaranjan Dua – Chairman & Independent Director, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Flavia. Let me now address the shareholders. Dear shareholders, it gives me great pleasure to share with you the performance of your company for the financial year 2019-20. This fiscal witnessed unprecedented disruption to the business, and numerous challenges due to the COVID-19 pandemic. However, your company navigated these tough times with agility to deliver a resilient performance for the financial year. While uncertainties and challenges remain in the near term, we will continue to focus on our strategy to drive superiority and improve productivity to drive balanced growth, prioritizing the health and safety of our people.

Your company has built citizenship into its way of doing business and is committed to be a force for good and a force for growth. In response to the COVID-19 pandemic, we stepped up and launched the P&G Suraksha India, to serve our communities, by partnering with government and relief organizations through in-kind product and critical supplies donations. We leveraged the voice of our brands on social media, to create about preventive measures to combat the spread of COVID-19. In addition, your company continued its focus on educating underprivileged children, in India, through the P&G Shiksha program. Through this CSR program, the P&G group in India has supported 2300 schools that will impact the lives of 20 lakh children. P&G Shiksha's efforts are focused in three main areas.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

Improving educational infrastructure, empowering marginalized girls through education, and improving learning outcomes. We also provide comforts of home to those affected by disaster.

Last year, P&G distributed nearly over 1 lakh sanitary pads to women and girls impacted by Cyclone Amphan and supported more than 2500 families affected by floods in Maharashtra with hygiene and health kits. Lastly, I would also like to express my gratitude to all our consumers, customers, employees, business partners, and most importantly you, our valued shareholders, for your support during this unprecedented year. We are keenly focused on creating value for our stakeholders and will continue to innovate and bring superior products to consumers and sustainably grow the business. Thank you.

I now request Mr. Madhusudan Gopalan, to address the shareholders and present the company's business strategy. Madhusudan over to you.

Mr. Madhusudan Gopalan – Managing Director, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Mr. Dua. A very warm welcome once again to our esteemed shareholders. I sincerely hope that you are safe, healthy and well. I would like to now take you through our company's strategy. The various priorities that we have undertaken to deal with the current volatile external environment. Followed by which I would be inviting Mr. Gagan Sawhney to take us through the specific business results and our brand achievements over the last year.

I would like to first start, if we can move to the next slide, by sharing our growth strategy. Our growth strategy is rooted in superiority. It is superiority that will help us win both, our consumers and help them show them better than anybody else on the solutions that they seek. We seek to deliver superiority on our core product performance, on the packaging which consumers interact with, on superior brand communication to communicate the superiority of the value that our brands bring to consumers across the country. To deliver outstanding superior retail execution day in and day out across the many channels. And last but not the least, deliver superior consumer and customer value equations day in and day out.

But in order to make the required investments, to deliver this superiority, it is critical that our productivity engine that helps fuel this investment. And your company continues to put that productivity engine as a key priority, and we continue to make immense progress on that front.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

Finally, this strategy is underpinned by hiring and retaining the best talent and empowering this talent into operating in an agile, required to win in today's marketplace. But as we bring this strategy into life (we move to the next slide), our immediate priorities in the context of being volatile and challenging external environment, are these three. First and foremost, we would like to do our very best to support protecting the health and wellbeing of P&G people, the organization. We want to continue to do our very best in serving our consumers who count even more so than ever, on our essential brands and products in times such as these. And, we would like to continue to support the communities, that we live in and we serve in, who again are facing unprecedented challenges during this external environment.

Moving to the next slide, I would like to share a few specific examples on each of these priorities, on the work undertaken by your company. First, protecting our employees; As the pandemic hit hard and in the early days of the lockdown, our manufacturing sites ramped up with support from the government and the local authorities. And as we started our manufacturing facilities, we ensured that we do our very best to give a site working, which allows for safety and health of our employees. Be it enabling social distancing on our manufacturing lines, ensuring that masks are provided and worn at all times when employees are on the site, and encouraging and supporting regular sanitizing and these measures have gone a long way in protecting our employees who have worked courageously from the very early days of the pandemic. We have taken multiple interventions on taking care of our employees at a time they needed most. We launched a 24x7 helpline and a helpdesk so that anybody in our organization who is impacted by the pandemic could reach out to those 24x7 helpline, in terms of getting information of where to get testing, where to get the right medical advice, where to get the right treatment and other support, critical and timely support that we strive to provide to our employees in times of need. And this initiative has been very well received and appreciated by our organization.

Lastly, there are multiple interventions that we have done to engage a big part of our organization which is working remotely, by our vibrant living circles, our stay connected program, so that we continue to keep the sense of togetherness and connection, even while working remotely.

Moving on, I am very proud to share that your company stepped up and did its part in supporting our communities at a time they needed it most. Our community efforts under the umbrella of #PGSurakshaIndia focused on six areas of donating products and PPEs supporting our partners for their most vulnerable employees, partnering with authorities on the Suraksha Store and Suraksha Circle Program, leveraging the



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

voice of our brands to create awareness and action leveraging our vast resources who are doing in store counseling to be able to raise awareness in the public space on hygiene practices and encouraging our employees to contribute to the PM Cares fund.

As I move on now to share some specific examples, I am sure you are very proud to see this, that we have donated more than 22 lakh sanitary pads nationwide to vulnerable communities at the time they needed it most. More than 33,000 personal hygiene and protection kits to the vulnerable elderly segments of the population, supported on food and grocery kits at the time which was needed the most. As part of our P&G group, we started manufacturing masks and hand sanitizers, with the express intent of donating these to those in need. And of course, supporting our tireless frontline workers who supported the communities at times such as these.

We also leveraged the voice of our brands. We knew that our brands, highly trusted, valued by millions and millions of consumers across the country, also can play a unique role to raise awareness around some critical messages, public health messages and causes that needed to be addressed. Be it the *Vicks Show We Care* program, the *Whisper Mobileshaala* program which we will talk about a little later, and the vote that we did where a 1000 plus instore counselors as part of our group were leveraged to consumers via social media, encouraging safe hygienic practices. We would like to now show you a short video on the work that *Vicks* had done at supporting or urging our people to support the elderly during the lockdown.

[Video is played- *Vicks Show We Care* program]

Our brands also used the power of their voice to share and encourage safe and hygienic practices in the very, very early days when the pandemic hit. And we are very proud that on your behalf your company has made a tangible impact in supporting our communities at the time they needed it most.

We also stepped up to serve our consumers at a time where they were looking for their trusted brands as they went through these unprecedented challenges. Your brands which are market leading brands, *Whisper* and *Vicks*, that serve millions of consumers, the P&G organization worked tirelessly to make sure that these market leading brands are available at an arms' length to all the consumers who needed it over the last many months of these challenging situations.

Behind this consumer focus, our consumers have reposed their trust time and again in us. And that has been shown over not just the last few months, but if you look back over the last decade, your company has posted very strong growth, be it on



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

sales or on profit and is now one of the leading companies in India. And this growth has been balanced and has been sustainable.

I would also like to take this opportunity to talk about the work that your company has done in supporting the government's call out on self-reliant India. You will be proud to know that 98% of the products that we sell is made locally, bringing in global best in class technology, and providing skilled employment to people in our country. Not just that, we have also taken the lead to export our products 'Make in India for the globe'.

We have taken several steps on innovating for India so that the self-reliance on innovation goes up, be it in terms of products which are tailor made and designed for India, or our global innovation center in India with services and supports the small stores, the kirana stores that are there across many parts of the world. As part of our P&G group of companies, we have also participated in inclusive growth partnerships under the 'We Grow platform' which includes more than 2000 suppliers including startups which gives a great opportunity for budding entrepreneurs and startup companies in India to make it big.

We are also proud that as part of the P&G group, we have been able to support more than 50000 skilled jobs directly and indirectly, and also more than 250 P&G people who have started in the P&G operations in India who now work in various P&G operations across the world. Another way in which we support self-reliant India.

I would like to now invite Gagan Sawhney to take you through the specific business results of last year, the strong progress that we continue to make in spite of the external challenges and the strong progress our brands have made in executing our superiority strategy. Gagan over to you.

Mr. Gagan Sawhney – Director, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Madhu. Good morning everyone. Mr. Dua and Mr. Madhu shared perspective on our strategy and how we have navigated through the pandemic. In the next few minutes, I will walk you through the macroeconomic environment of the business results for the last year and the brand's strategies and plans in line with our focus to drive balanced and sustainable top and bottom line growth. The Indian economy was slowing even pre-March 2020. But with COVID-19 pandemic and the national lockdown which followed, the economic activities significantly went down. It was reflected on all macro - economic indicators, taking a material dip in April to



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

June quarter, with GDP down 24%, GST revenue down around 30%, index of industrial production down more than 30% and so on. There was also demand softness due to family incomes going down, as a result of overall uncertainty and unemployment rates climbing up. We expect uncertainty to continue for a few months. But the good news is that the economy is showing signs of recovery. It is very encouraging to see the series of interventions the government has undertaken to drive recovery. Also, an encouraging sign to see high level demand behind good monsoons, reverse migration, and string of measures taken by the government to support the rural growth.

In this challenging context, the company delivered strong resilient results with sales up 2%, profit after tax up 3%, maintaining healthy after-tax margins, and delivered strong cash results with operating cash at 109% of profit. The company has healthy balance sheet with zero debt.

The results were enabled by operating agility, leading to streams of innovations across our operations to help insure fast recovery of critical operational fundamentals. After a significant dip in March end, I am pleased to share that our manufacturing plants and our distribution coverage is back to pre-COVID levels and this has enabled us to deliver a strong July to September quarter growth of plus 18%.

We have an extremely robust productivity program in place, which looks at opportunities to drive efficiencies, and improve effectiveness across every spending. These savings become a key enabler to offset all cost increases behind inflation, commodities, upcharges around COVID-19 and so on. And still enable us to continue investing on our portfolio to maintain our brand competitiveness and keep our products affordable by providing superior value to consumers.

Our cash position is healthy, and we have grown the dividends over the years and distributed Rs. 600 per share cumulatively over the last 5 years. The board recommended a declaring Rs. 105 per share dividend, at August 20 board meeting, which is subject to shareholder's approval. So, all in all, strong performance on cash the front too.

Now let me walk you through *Whisper* portfolio and recent innovations and campaigns we have launched. If we can move to the next slide. *Whisper* is the market leader in India, and it delights consumers across all price tiers. Value tier starting at less than Rs. 4 per pad, mass tier price between Rs. 4 to 7, and premium tier going all the way up to Rs. 20 per pad. To meet the diverse needs of our consumers, across different tiers, we have products spanning cross clean and dry



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

protection, soft comfortable protection, and long-lasting overnight protection. These products are available in different sizes and pad lengths to cater to the varied preferences in fit among Indian consumers. Our portfolio is available for purchase in all the major channels in the country including ecommerce and we are the highest distributed brand with presence across both urban and rural India.

In the current tough macro environment, consumers are being choiceful, choiceful with their household purchases. Only around 20% of menstruating women all India and around 50% women even in urban India, use sanitary napkins for period protection. While we have led the awareness and education on safe menstrual hygiene, there still exists the age-old myths and taboos from periods and unhygienic methods. A major source of growth for us is getting more users in the category and encouraging them to use sanitary pads for safe menstrual hygiene. Our value tier and mass tier portfolio provide superior affordable protection options and we continue to drive awareness and adoption of these products, as age-old habits have been entrenched over generations in India.

In line with our strategy was more critical than ever to drive relevance of pads in the lockdown context. The consumers were spending all of their time at home. We have refocused our communication on talking about how pads are more hygienic versus age-old practices like cloth, as the wetness of cloth can lead to infection. We highlighted how doctors also recommend pads as a more hygienic form of protection during periods. And *Whisper* is the number one recommended brand.

Moving on to the next one [[Video is played- *Whisper choice XL*](#)].

Let's talk about the second part of the portfolio, hygiene is of utmost concern in the consumers in the current context across personal care products. Delivering a clean hygienic experience is even more important in the sanitary napkins category. *Whisper's* premium range of ultra-clean pads have dual action gel which not only lock wetness deep inside the pads, but also odor, giving hygienic protection all day long. Our consumers have come to depend on our products to carry on with their lives in a hygienic way even during period days. We have also doubled down our focus on restoring availability of our products after the disruptions due to initial lockdown restrictions.

Next slide. If we are talking about our premium ultra-soft portfolio, which caters to consumers who seek a softer experience. These products have a soft top layer, to deliver on that, while offering our trusted leakage protection. However, having a soft top sheet alone is not enough as periods can still feel icky sticky leading to a feeling



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

of irritation. We elevated our premium clean ultra-soft benefits to airy freshness, or no irritation feel. Our number one softness range now comes with 500 air fresh pores which prevents icky-sticky irritation giving our consumers a fresh feeling period experience. The initiative launched this year was off to an outstanding start.

Whisper as a brand has always believed in being a force for good and a force for growth. During the course of over 30 years in India, we have impacted more than 3.5 crore girls with menstrual education and providing access to hygienic period protection. We have also pledged to take this number to 5 crores by 2022, and we are on track to deliver on that commitment. This is critical because every year one in five adolescent girls in India drop out of school simply because of lack of access to period education and products. The issue starts with them missing schools during period days, leading them to eventually dropping out.

During the pandemic, as schools were closed to contain the spread of COVID, girls became more vulnerable to dropping out of school especially in sub-urban and rural areas. We partnered with Pratham, an NGO working in education sector to launch Mobileshaala, a phone-based learning system that gives free access to curriculum-based education modules on key subjects like English, Science, Math and menstrual hygiene education. This covers modules from the grades of 6 to 10 and is available in multiple languages including Hindi, Marathi, Gujarati, Kannada, Tamil and so on. Can we play the video please?

[Video is played- *Whisper Mobileshaala*]

Thank you. Now switching gears, let me talk about *Vicks*. *Vicks* is the market leader in cough and cold segment across all product forms it offers. The business continues to win eternally and grew share in cough and cold category across all forms driven by strong innovation, strong demand creation, with world class communication, along with superior go to market execution. Let me share with you a few of the innovations we executed over the last 7 months.

First one is *Vicks 3-in-1*. Now *Vicks* has helped relieve cough and cold segment for decades. We launched *Vicks 3-in-1 lozenges* formulated with natural ingredients like menthol, mulethi, ginger and amla, that relieves sore throat, blocked nose and cough. As consumers look to get fast relief from cough, cold and blocked nose, our product *Vicks Vaporub*, which contains natural ingredients like nilgiri, pudina and kaphoor, is also used for steam inhalation for fast relief. So, first innovation off to an outstanding start.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

The *Action-500 Advanced*, it continues to build momentum and it continues to serve consumers in handling and managing through the cold symptoms.

Vicks as a brand has always believed in being a force for good and a force for growth. The more we build citizenship into our business, the greater impact we can have on the people we serve, in the communities we believe, and work in the broader world which helps our business grow faster. *Vicks* continues to spark conversations which spark changes through our multiple campaigns.

We will talk about Show We Care Campaign. Now *Vicks* has also stood for Care. And our retailers have always been our key partners. During the crisis our pharmacists were in the frontline and served the health needs of our consumers across the country. We wanted to do our bit to enable their safety and launched *Vicks* Suraksha Shield across pharmacies in India.

Wrapping up, we continue to execute winning strategies, a trusted and strong portfolio in daily use categories, where performance drives brand choice, superiority in products, packages, consumer communication, retail execution and value, productivity in all areas of cost and cash, constructive disruption in all facets of the operation and improved organization focus, feasibility and accountability. We feel we continue to have the right priority to deal with the immediate challenges the company is facing, ensuring employee safety, maximizing product availability, and helping society overcome the challenges of the crisis. We are doubling down to serve consumers and our communities. We are investing in the superiority of our brands, and the capabilities of our organization always with our eyes fixed on long term balanced growth and value creation.

With that let me invite Sonali Dhawan to share with you our plans, progress on corporate social responsibility.

Ms. Sonali Dhawan – Director, Procter & Gamble Hygiene and Health Care Limited:

Thank you Gagan, and a very good morning to all of you. Sadar Namaskar. It is my privilege to take you through Shiksha the corporate CSR program of your company, and I will take you through the results of this program as delivered last year.

As you all know Shiksha has been the P&G CSR program for more than last 15 years and over these years we have been working in the field of providing education or helping educational outcomes of underprivileged children.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

Over the last 5 years we have pivoted the program from physical infrastructure to learning outcomes. Education is not just what is comprised in schools by the infrastructure such as walls, but also actual proof of education is in the outcomes that children get. With this principle in mind, we have pivoted our focus of the Shiksha program over the last 5 years to educational outcomes. And there are three key pillars around which the Shiksha program has been working. The first pillar is remedial learning. Look at remedial learning almost like tuition classes that you give to under-privileged children so that they can come up to speed with other kids in the class, particularly given the poor infrastructure in many of the places in India, as well as the poor teaching capabilities, remedial education are camps which help to serve kids to come up to speed with the rest of the children. The second pillar is early education, early childhood education. An under-privileged child when he goes to school or she goes to school for the first time around 6, they are at a disadvantage to other kids who may have had a lot of experiences before even they reach the first grade. To overcome this we have the program of early childhood education where partnering with Aanganwadis in the government is the second pillar of our CSR program in the area of learning outcomes.

And the third, latest and new pillar that has been expanded last year is in the area of digital remedial learning. This is an initiative where we work with Mind Spark, a premier AI based learning education software, where we enable the kids to learn at their own pace with personalized program delivered for them leveraging artificial intelligence. I will just talk a little bit now more of the outcomes in the last year in each of these three pillars in terms of learning outcomes.

Firstly, I'll talk about the encouraging results on remedial learning. We were able to expand this program even more last year. This is a need-based program which now works in Rajasthan, Telangana, West Bengal, and Madhya Pradesh. In the fiscal year 2019-20, we reached more than 780 schools and communities and impacted more than 50000 children with this program. The number of children who were able to read and write as per their curriculum level, increased to 70% from 25% before these learning education camps were setup. There was a twofold increase in the percentage of children who were able to do basic arithmetic after our intervention. These camps are held during the summer vacation or for a 6-week period with our NGO partner Pratham and have continued to show very encouraging results and we intend to continue to expand them.

The second pillar is of early childhood education. Again, this is a need-based program which is across multiple states in India now, Bihar, Delhi, Rajasthan and Himachal Pradesh. The impact in 2019-20 of this program was on more than 38000 children.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

We reached out to more than 4000 Aanganwadis and preschools. 85% of the children in the intervention groups had competent motor skills, such as the ability to draw or pick up a pencil, hold a pen, color a shape, versus 42% only in the comparison group who hadn't undergone this program. Then, cognitive competence of the children in the intervention groups was more than twofold that of comparison groups. Which shows again the promising results of this program which we intend to continue to expand in the years to come.

The third new pillar is in the area of digital remedial learning. I talked last year about the encouraging pilot results of this learning program and it has now been expanded to Rajasthan, Himachal Pradesh, Telangana, Madhya Pradesh and Andhra Pradesh. In 2019-20, we were able to impact more than 28000 children positively via 138 plus schools where we took this program in partnership with Mind Spark which is a computer based adaptive learning tool, and we integrate pedagogy as well as instruction, as well as gamification of education. According to a study by J-PAL which showed more than 2 to 2.5 times gains in students' learning outcomes relative to control schools where this program was not being undertaken. Again, our intention is to expand this program into more and more schools over the coming years.

I would want to really focus on the increase in the outlay and therefore the outcomes that we have been able to achieve in the last 5-6 years. From a 3.78 crores spend in 2013-14, your company was able to increase it to 12.2 crores last year. And as against 70% of it in infrastructure in 2013-14, now 70% of this spend is actually towards improving learning outcomes through the three pillars that we talked about. At the same time, we have been able to maintain the infrastructure spends, that we were doing historically, to make sure we work with our partners also in this area.

The key areas therefore which now Shiksha impacts and has impacted to date is in front of you on the slide. We have impacted now more than 2300 schools and more than 2 million children over the years with the signature Shiksha program. This includes actions in specially-abled and disaster affected areas, girl child education, impacting our plant community and school supported around our plants, as well as the remedial education programs that I talked to you about in the last few slides.

Now, one new initiative that we are piloting this year has been in the area of spoken English. All of you might know that the success criteria for our world today is much higher or much better if a child can speak and understand good English in terms of both educational opportunities as well as employment education opportunities. We have partnered with the center for civil society on the adoption of a home based app, as in mobile based app which children can use at home for English, which will



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

be enabling the kids to learn and improve their spoken English program at home. And when schools closed down, we connected with students via phone calls, SMSs and video calls as well as WhatsApp, to continue their learning program through home. These are the two pilots which is home based learning as well as spoken English pilot that we will aim to really establish as well as expand in the years to come.

What we have also attempted to do is to make sure how we can make our programs impact much, much wider and bigger via scaling up the existing programs through partnerships, both NGO partnerships and private as well as government partnerships. Our vision is to create a multiplier effect for our digital remedial learning program through government partnerships. You will be very glad to know that we have already received an MoU from the Government of Telangana to pilot our digital remedial learning intervention across hundred schools in Telangana. We have also made representations to relevant government bodies including the Niti Aayog.

Including P&G Shiksha as a key agenda topic for our top-to-top government relation meetings and building capabilities for all plant government relations activities is a key part of how we interact with our plant communities and local governments. Our intention will be really to have P&G and the government as partners in this endeavor and including our implementation partner which is educational initiatives to expand the impact of our digital remedial education programs much wider and broader than we have done so far in the past.

This is a detailed breakup of the funds that were used. We achieved our 100% compliance with the CSR law, spending 12.32 crores on CSR activities this year. This slide tells us places and the partners against which this money was actually used. As I talked about the infrastructure interventions to pin and support school infrastructure RTI, which is Round Table India, continues to be our partner of choice, and we have continued to maintain our spending of around 2.4 crores with RTI. In addition to this, we have Pratham, Save the Children, and educational initiatives as key partners for really driving educational interventions in under-privileged schools as well as in digital and remedial education. We also work with Matru Chhaya for girl-child education, as well as the Naval and Airforce and Army Wives' Associations for differently abled children with Air Force Schools, Naval Schools and Army Schools across the community. We continue to work with Arushi, an NGO involved in nutrition, hygiene and infrastructure interventions in government schools near the Mandideep Plant, as well as the center for civil society where we are just starting the partnership for spoken English skills.



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

We do hope that going forward this program continues to expand and your company along with your support can continue to impact the educational outcomes of more children through the years. I would now hand you over to Mr. Dua to take the meeting forward. Thank you very much for your help and support.

Mr. Chittaranjan Dua – Chairman & Independent Director, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Madhu, thank you Gagan, thank you Sonali. And may I now request Flavia Machado to read out the resolutions being put to vote at this AGM. Flavia over to you please.

Ms. Flavia Machado – Company Secretary, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Mr. Dua. Dear shareholders, the notice dated October 30, 2020 has been circulated by email to those members who have registered their email ids, and the same is also available on the website of the company and the stock exchanges. There are four items being proposed under ordinary business as ordinary resolutions which are:

Item number 1: Adoption of financial statements for Financial Year ended June 30, 2020.

Item number 2: to declare final dividend for Financial Year ended June 30, 2020.

Item number 3: To re-appoint Mr. Gagan Sawhney as Director, who is retiring by rotation.

Item number 4: To re-appoint Mr. Sonali Dhawan as Director, who is retiring by rotation.

There are two items being proposed under the special business, both proposed as ordinary resolutions which are:

Item number 5: Appointment of Mr. Dua as Non-executive Independent Director of the company.

Item number 6: Ratification of payment of remuneration to the cost auditors for Financial Year ended 2020-21

The company had provided an e-voting facility for members to cast their vote through remote e-voting which had commenced on Thursday, November 19, 2020 at



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

9:00 am and ended on Monday November 23, 2020 at 5:00 pm. Those who have not done so and are attending this AGM, shall be eligible to vote through the e-voting system after conclusion of this AGM. Mr. Bhumitra Dholakia, practicing Company Secretary, has been appointed as scrutinizer for conducting the scrutiny of the votes cast through e-voting at the meeting. Procedure for e-voting at the AGM is same as that of the remote e-voting mentioned in the AGM notice. Over to Mr. Dua.

Mr. Chittaranjan Dua – Chairman & Independent Director, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Flavia. As some members have expressed their desire to speak at this AGM, by registering as speakers, we will invite the speakers one by one. Members are requested to follow the instructions of the company. I appeal to the speakers to ask questions relating to accounts of the company for which we are meeting today. And please avoid questions already asked. Also, to be brief and limit the time to 3 minutes. The management will respond to the questions at the end of the session. I wish to take this opportunity to thank the speakers for extending their support. I now request Ms. Flavia Machado, the Company Secretary, to assist in the conduct of the Q&A session. Flavia, over to you.

Ms. Flavia Machado - Company Secretary, Procter & Gamble Hygiene and Health Care Limited:

Thank you, Mr. Dua. Dear shareholders I will now announce the names of shareholders who have registered themselves as speakers one by one and the respective speaker will be unmuted. Shareholders are requested to click the audio and video on to start speaking. If the shareholder is unable to join through video for any reason, he or she can join through the audio mode. We request speakers to if possible, use earphones for clarity and to ensure that there is proper lighting. If there are any connectivity issues from the speakers end the next speaker will be asked to join. Once the connectivity improves, he or she will be requested to join once again to speak after the other speakers complete their turn. We urge the shareholders to limit the time to three minutes.

Ms. Flavia Machado, Company Secretary then invited the speakers one by one.

Ms. Lekha Shah, Mr. Dipankar Purkayastha, Mr. Shailesh Mahadevia, Mr. Gokul Maheshwari, Mr. Beruz Pouredahi, Ms. Hodayun Pouredahi, Mr. Dinesh Kotecha, Ms. Disha Sheth, Mr. Santosh Kumar Saraf, Mr. Manoj Kumar Gupta,



**Procter & Gamble Hygiene
and Health Care Limited**
CIN: L24239MH1964PLC012971
Registered Office:
P&G Plaza
Cardinal Gracias Road, Chakala
Andheri (E), Mumbai - 400099
Tel: (91-22) 2826 6000
Fax: (91-22) 2826 7337
Website: in.pg.com

Mr. Chandravati Gattani, Ms. Vasudha Vikas Dakwe, Mr. Chockalingam Narayanan-BNP Paribas Asset Management, Mr. Vikas Dakwe, Mr. Aspi Bhesania, Mr. Dinesh Bhatia, Mrs. Prakashini Shenoy, Mr. Yusuf Rangwala, Mr. Vinod Agarwal and Mrs. Celestine Mascarenhas, shareholders, who had registered themselves as speakers, expressed their views on the Company and sought clarifications on the accounts of the Company, its business operations. The Management addressed the shareholders' queries and thanked the shareholders for their compliments and valuable feedback.

Mr. Chittaranjan Dua – Chairman & Independent Director, Procter & Gamble Hygiene and Health Care Limited:

Sorry. I beg your pardon; I was on mute and my battery started to run low. So, let me thank Madhu, Gagan and Ghanshyam for answering all the questions that were raised by the shareholders and furnishing to them the information sought. I think most of the questions stood addressed and having answered them I would like to once again convey my wholehearted thanks to all the shareholders and to everyone present and all the management team for having conducted this meeting effectively during these challenging times. And I'd also like to take this opportunity to declare the meeting closed, which will be deemed to be concluded with the declaration of the results. The E-Voting facility will be open for the next 15 minutes to enable members to cast their vote. The results of the voting will be announced within 48 hours of conclusion of this meeting to the Stock Exchanges and will also be available on the website of the company. With that, I thank you once again and request all of you to stay safe and take care of yourselves. Thank you very much and Namaskar.

(END OF TRANSCRIPT)