Partnerships Rooted in Trust

At Emami, stakeholder engagement is an ongoing exchange of trust, insight and shared purpose that continuously shapes the way we think, grow and evolve.

We believe meaningful progress is created when relationships move beyond interaction and become genuine partnerships built on openness, understanding and long-term commitment. Whether with consumers, employees, investors, partners or communities, we remain deeply engaged with the aspirations, expectations and changing realities that influence the world around us.

These continuous conversations offer valuable perspectives that strengthen our decision-making, sharpen our strategies and inspire more responsible and future-focused actions. They help us remain agile in a changing environment while nurturing relationships grounded in transparency, respect and shared growth.

By listening carefully and engaging thoughtfully, we continue to create lasting value for every stakeholder connected to the Emami journey, building a future shaped by trust, collaboration and collective progress.

Our Key Stakeholders

- Investors and Shareholders
- Customers
- Employees and Workers
- Suppliers
- Government and Competent Authorities
- Media
- Local Communities

Customers

7.1 crore+ households

Served across India

Value they create for Emami

Our customers are central to our growth journey, driving revenue generation, strengthening brand equity and shaping product innovation through evolving preferences and feedback. Their continued trust and loyalty reinforce our market leadership and long-term competitiveness.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Superior quality and safe products • Innovative offerings aligned with evolving consumer needs • Transparent communication and responsible business practices • Sustainable and consumer-centric solutions	• R&D Innovations • Consumer Health, Wellness and Benefits • Product Safety	• Multi-channel brand campaigns • Consumer engagement programmes • Exhibitions and fairs • Salon and retail channel interactions • Digital outreach initiatives • Consumer feedback mechanisms	Regular

Capital Interlinkages

Financial | Manufactured | Intellectual | Human | Social & Relationship | Natural | Brand

Employees and Workers

2,159 Employees

3,288 Workers

Value they create for Emami

Our employees and workers are the foundation of our operational excellence. Their skills, commitment and innovative thinking drive productivity, business continuity and sustainable value creation across the organisation.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Safe, inclusive and growth-oriented workplace • Learning and career development opportunities • Fair compensation and employee benefits • Employee wellbeing and work-life balance • Equal opportunity and respectful work culture	• Employee Wellbeing • Occupational Health and Safety • Diversity and Inclusion • Human Rights • Responsible Business Conduct	• Performance evaluations and feedback sessions • Onboarding and capability-building programmes • Employee wellness initiatives • Grievance redressal mechanisms • Safety meetings and awareness sessions • Employee engagement and celebration activities	Regular and on a need basis

Investors and Shareholders

1,27,615

Investors and shareholders associated with Emami

Value they create for Emami

Investors and shareholders provide the financial strength required to support operations, accelerate strategic growth and create long-term sustainable value for Emami.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Consistent financial performance • Transparent and timely disclosures • Strong governance standards • Sustainable business growth • Enhanced long-term returns on investment	• Corporate Governance • Responsible Business Conduct • Regulatory Compliance • Standards Compliance Management • Risk and Crisis Management • Board Structure and Management • IT Security and Privacy	• Investor and analyst meetings • Conference calls and quarterly presentations • Annual General Meetings • Media and investor communications • Roadshows and engagement forums • Investor grievance redressal systems	Quarterly and on a need basis

Capital Interlinkages

Financial | Manufactured | Intellectual | Human | Social & Relationship | Natural | Brand

Suppliers

2,300+

Vendors and suppliers associated

Value they create for Emami

Our suppliers and business partners contribute significantly to operational efficiency by ensuring timely availability of quality materials, services and expertise that support seamless business operations.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Transparent and ethical business relationships • Timely payments and fair procurement practices • Long-term collaboration opportunities • Adherence to sustainability and compliance standards	• Material Procurement • Digitalisation • Responsible Business Conduct • IT Security and Privacy • Human Rights • Standards Compliance Management	• Supplier and vendor meetings • Vendor performance assessments • Supplier engagement forums • Quality and compliance discussions • Continuous digital and in-person communication	Periodically and on a need basis

Media

₹739 crores

Investments made towards advertisement and promotion

Value they create for Emami

The media strengthens our visibility and reputation by amplifying our brand stories, communicating our values and enabling meaningful engagement with consumers and wider stakeholders.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Transparent and credible communication • Timely responses to media queries • Responsible brand representation • Participation in media interactions and events	• R&D Innovations • Responsible Business Conduct • Consumer Health, Wellness and Benefits • Digitalisation • IT Security and Privacy	• Integrated media campaigns • Print, television and digital outreach • Outdoor advertising initiatives • Press releases and media briefings • Brand events and announcements	Regular

Capital Interlinkages

Financial | Manufactured | Intellectual | Human | Social & Relationship | Natural | Brand

Government and Competent Authorities

₹464.02 crores

Contribution to the Indian exchequer

Value they create for Emami

Government bodies and regulatory authorities enable a stable and compliant business ecosystem through policies, regulatory guidance and institutional support that facilitate responsible growth.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Compliance with applicable laws and regulations • Ethical business conduct • Transparent reporting and disclosures • Adherence to environmental, health and safety standards	• Responsible Business Conduct • Regulatory Compliance • Standards Compliance Management • Risk and Crisis Management • Policy Influence • Climate Change • Occupational Health and Safety • Product Safety	• Regulatory submissions and compliance reporting • Audits and inspections • Policy consultations • Regular interactions with regulatory bodies	Regular and on a need basis

Local Communities

₹15.08 crores

Investment towards CSR projects

Value they create for Emami

Local communities contribute to our social licence to operate by fostering trust, collaboration and long-term relationships that strengthen our presence and societal impact.

What they expect from Emami	Material issues we addressed	How we engaged	Frequency of our engagement
• Community development and upliftment • Healthcare and wellbeing initiatives • Livelihood enhancement opportunities • Environmental stewardship and sustainability	• Community Welfare • Climate Change • Waste Management • Circular Economy • Water and Effluents • Energy Resource Planning	• Community outreach programmes • Regular field visits and stakeholder consultations • CSR project implementation • Engagement through community development initiatives and centres	Regular and on a need basis

Capital Interlinkages

Financial | Manufactured | Intellectual | Human | Social & Relationship | Natural | Brand