

MATERIALITY

Our materiality assessment is a strategic lens through which we prioritise what matters most to our business and to those we serve.

MATERIALITY ASSESSMENT PROCESS

We employ a structured materiality assessment process to identify and prioritise ESG focus areas that are most significant to our stakeholders. This process involves continuous stakeholder engagement, analysis of emerging trends, and alignment with global standards.

MATERIALITY ASSESSMENT CONDUCTED

In FY 2020-21, with the aim of 'Bringing joy to people's lives' we conducted our first materiality assessment. With those identified topics, we formulated our ESG framework and set targets for 2025 and 2030.

Identify

We identify a wide range of stakeholder issues by aligning stakeholder concerns with our business priorities through mapping exercises.

Prioritise

We prioritise stakeholders issues based on targeted surveys.

Disclose

We ensure transparency by disclosing material topics and performance.

Validate

We validate and select the prioritised universe of material topics based on their relevance to stakeholders and our business objectives.

MATERIALITY MATRIX

