

Whirlpool India Limited

TRANSCRIPT OF THE 59TH ANNUAL GENERAL MEETING OF THE COMPANY HELD ON FRIDAY, 21ST AUGUST, 2020 AT 11:00 AM THROUGH VIDEO CONFERENCE

Roopali Singh, Company Secretary

Goodmorning dear members, I am Roopali Singh, the Company Secretary of the Company. I welcome you all to the Fifty-ninth Annual General Meeting of Whirlpool of India Limited held through video conference on behalf of the Chairman and the Board. Since the requisite quorum is present, I would request the chairperson to please call the meeting to order. Thank you.

Arvind Uppal, Chairman

Goodmorning dear shareholders, my colleagues on the board and distinguished ladies and gentlemen. It gives me immense pleasure to welcome you all to the 59th Annual General Meeting of your company held through video conference. It is our first virtual AGM and we thank you for your virtual presence and hope for your good health and safety.

Since the requisite quorum is present I hereby call the meeting to order.

Before I introduce you to my colleagues on the Board, I would like to take a moment to thank Mr Sunil D'Souza, the outgoing Managing Director of the Company for his outstanding contribution to the growth of this Company. I also take this opportunity to welcome Mr. Vishal Bhola, who joined your company in the beginning of this year and has taken over the charge as the Managing Director of the Company .

I would now call upon my colleagues on the Board who have joined us through video conferencing to introduce themselves, starting with the Executive Directors.

Mr. Vishal Bhola

Vishal Bhola - Managing Director

Hi, Good Morning everyone I'm Vishal Bhola. I'm the Managing Director of Whirlpool India and I'm joining from our Corporate office at Gurugram.

Arvind Uppal - Chairman

Thanks Vishal. Mr. Reddy

AHBN Reddy - Executive Director

Good Morning everybody, I am Narain Reddy. I am the, Executive Director of Whirlpool India and I am joining from our Corporate office at Gurugram.

Arvind Uppal - Chairman

Thanks Mr. Reddy. Now I would like to call upon our Non-executive Directors to introduce themselves.

Mr. Anil Berera

Mr. Anil Berera - Non Executive Director

Good Morning everyone. My name is Anil Berera. I am Non Executive Director of Whirlpool of India and I am joining from my residence at Gurugram

Arvind Uppal - Chairman

Thanks Anil. Mr. Pradeep Jyoti Banerjee

Pradeep Jyoti Banerjee - Independent Director

Good Morning. My name is Pradeep Banerjee. I am an Independent Director and Chairman of the Nomination and Remuneration Committee and I am joining from my residence at Mumbai. Thank you.

Arvind Uppal - Chairman

Thanks Pradeep. Mr. Rahul Bhatnagar

Rahul Bhatnagar

Good Morning, my name is Rahul Bhatnagar. I am an Independent director and Chairman of the Audit Committee and I am joining from my residence at Noida.

Arvind Uppal - Chairman

Thanks Rahul. Mrs. Sonu Bhasin

Sonu Halan Bhasin

Hi, good morning. My name is Sonu Bhasin. I am an Independent Director of the Company and I am joining from my home in Delhi.

Arvind Uppal - Chairman

Thanks Sonu.

Thank you Directors. We also have with us Mr. Yatin Malhotra, Chief Financial Officer, Mr. Manish Bhatija, Partner M/s MSKA & Associates representing the Statutory Auditor and Mr. N C Khanna the secretarial auditor of the Company.

I now call upon Roopali Singh to brief us about the meeting formalities.

Roopali Singh - Company Secretary

Thank you Chairman.

In compliance with the MCA and SEBI Circulars, our 59th Annual General Meeting is being held virtually. The members are informed that the facility of joining this AGM through video conferencing is on a first come first serve basis. The instructions for joining the AGM were provided as part of the details given in the notice calling the AGM. To avoid background

disturbances and to ensure smooth conduct of this meeting, the members have been put on mute by the host.

Once we start with the Q&A session, we will announce the name of shareholders who have registered themselves as Speakers for speaking at the meeting. Thereafter, the Speaker shareholder will be unmuted by the host. Before asking the questions, the Speaker Shareholders are requested to please press the unmute button appearing on their screen, switch on their video and then ask their question. In case any of the speaker shareholders is unable to turn on the camera then they can definitely ask questions through audio means as well. In order to have a good audio & video experience while asking your question, it is advisable to use headphones as well as ensure your wifi is not connected to too many devices. If there is any connectivity issue with any of speaker shareholder, we would request the next speaker to ask their questions and once the connectivity issue is resolved, we may go back to the earlier shareholder to listen to their question.

Further, since the meeting is being held through video conferencing the facility of appointing proxies has been dispensed off with. In case members face any technical issues, they may reach out to the helpdesk numbers, the numbers have been given out in the notice of the AGM as well as available on the website of the Company.

The webcast of this meeting is also available on the Company's website and members can also see the live proceedings of the AGM through the webcast as well.

During the AGM, the mandatory statutory registers are open for inspection and the shareholders can view the same through the CDSL platform.

I would now call upon our Chairman, Mr. Arvind Uppal, to please address the members.

Arvind Uppal - Chairman

Chairman's Speech

Thank You Roopali.

Dear Shareholders

We are unable to meet with you in person this year but I do believe it is a progressive step to host the AGM virtually in the current environment. The COVID19 pandemic is a grave health and economic crisis not only in our country but across the world. While the nationwide lockdown was important to 'flatten the curve', it has had a significant impact on businesses, livelihoods and the economy.

Your Company has consistently taken measures for the safety of its employees and business partners. As a good corporate citizen your Company has contributed towards the PM CARES Fund and has also extended support to the frontline health workers and hospitals.

Let me tell you the Performance of your company in 2019-2020.

It gives me great pleasure to share that the year 2019-20 was once again an outstanding year for the Company with significant gains in market share and strong financial results. The year started with a stable macro environment. However, the last quarter witnessed extreme volatility

in oil and currency and the biggest disruption to the economy and business, the COVID19 pandemic,

Your Company is not only focused on delivering results for the year but is aggressively working on future readiness projects of capacity enhancement and new product developments so as to remain relevant in the market.

This year, along with focusing on strengthening the Company's foothold in all its categories, your Company ensured a notable presence in the premium segments with the launch of advanced global products that are a perfect blend of design, technology and innovation. Products that not just delight with their performance, but are also reflective of a contemporary lifestyle. Your Company's brand campaign 'Everyday Care' features the simplicity yet technology friendly products that your Company offers to its customers which helps them in taking utmost care of their families and loved ones.

Some of the Key performance indicators of your Company's strong 2019-20 performance are:

- Sales of Rs. 6121 Cr. up by 11.25% over previous year
- PBT of Rs. 653 Cr. Up by 4.31%
- Net Profit of Rs. 476 Cr.
- 9th consecutive year of Debt Free Operations
- EPS of Rs. 37.54 per share vs INR 32.08 last year

All in all, we think even there was economy shut down towards the end of March, your company delivered a satisfactory performance.

Let me focus on Opportunities & Outlook

While there is some uncertainty on the long term impact of the COVID pandemic, we are seeing a few early themes that are emerging

- change in media consumption habits increased digital marketplace adoptions,
- contactless solutions,
- importance of hygiene

These are clearly immediate behaviors with perhaps longer term implications on convenience of home chores, resource efficiency and carbon footprint. Some short term impact is expected due to the pandemic, but as the new normal emerges we are optimistic that the home appliance industry and our business will return to growth as the fundamentals continue to be very strong.

Your Company believes that growth in overall per capita income, India's demographic dividend and lower penetration rates are favourable factors driving our industry. The fast growing E-commerce platforms are becoming a product discovery platform for consumers and are one of the key influencers in the consumer decision journey.

Further, Government initiatives behind affordable housing, national electrification, financial inclusion along with indirect benefits to bolster infrastructure are expected to continue. Ease of

access and affordable broadband spectrum along with IoT enabled appliances continues to be a focus area for all brands including your Company.

Let me come to some of the Rewards and Recognitions that your Company has won.

Your Company continued to win external accolades and some of the recognitions received in 2019-20 are:

1. Dun & Bradstreet Corporate Award 2019 for stellar performance in the Consumer Durables and Appliances category.
2. Recognised as one of India's Best Companies to Work for 2020 and Best in Class in Consumer Durables.
3. Awarded Superbrand 2019-20 in the Washing Machine and Refrigerator Category.

Let me talk about some of the Investments which your company has made this year.

During the year 2019-20, your Company enhanced its Refrigerator manufacturing capacity at the Pune plant by adding a new line and increased the Refrigerator manufacturing capacity at the Faridabad plant. Your Company believes in maintaining and strengthening its product portfolio through this investment.

On the People Excellence front which Whirlpool believes is our competitive advantage.

Our People Excellence model forms a critical part of Whirlpool's Strategic Architecture. In this endeavor, various people initiatives were designed and deployed to create an "inclusive & engaged" workforce, creating a high performance culture, building a future talent pipeline & supporting business in adding key capacities for future growth.

For a growing organization like Whirlpool it is very important that we have a thriving high performance culture. In this endeavor your Company launched a new performance management system "Everyday Performance Excellence" which provides a consistent way of defining and measuring performance. Your Company continues to be on this journey of enabling every employee in Whirlpool to bring out the best.

Finally, I would like to acknowledge, as I close, I would like to thank all stakeholders - Customers, Suppliers, Investors, Banks & Financial Institutions and our Employees - for continued support and contribution in the journey of Whirlpool's success and look forward to many more years of accomplishments.

I now request Roopali Singh to take over the further proceedings of the meeting and then proceed to the Q&A session of which a large part of questions will be taken by Vishal Bhola, Managing Director and Mr. Yatin Malhotra, Chief Financial Officer.

Thank you.

Roopali Singh, Company Secretary

Thank you Arvind. The financial statements (standalone as well as consolidated) for the financial year ended 31st March, 2020 along with auditors' report, directors' report and notice of the Annual General Meeting were sent electronically to the members on 23rd July, 2020. A

newspaper notice was also published pursuant to the requirements of the MCA Circular. With your consent we take the notice of the AGM as received and read.

The Statutory Auditors of the Company M/s MSKA & Associates and the Secretarial Auditors Mr. NC Khanna, Practicing Company Secretary have expressed unqualified opinion in their respective reports for the Financial Year 2019-20. There are no qualifications, observations or adverse remarks on the financial statements and matters which may have material bearing on the Company and accordingly the reports are taken as read.

In compliance with Companies Act, 2013, the Company had provided remote e-voting facility through CDSL and voting was open for 3 days from 09:00 AM on 18th August, 2020 till 05:00 PM on 20th August, 2020.

Further, pursuant to MCA Circulars, your Company has provided the facility of e-voting during this meeting as well. Members who have already cast their vote through remote e-voting would not be eligible to recast their vote at the meeting, however members who have so far not cast their vote can vote through e-voting facility which is available right now through the CDSL platform.

Mr. Rajiv Adlakha from Adlakha & Adlakha Associates, the Company secretaries in practise have been appointed as the Scrutinizer for the process of remote e-voting as well as e-voting at the 59th Annual general meeting.

For any clarification or doubt in relation to e-voting process, please reach out to the helpdesk of CDSL, the details for the same were provided in the AGM notice and are also available on Company's website.

We now take up the resolutions as set forth in the notice. The notice of the AGM includes 7 Agenda items. Agenda Item No.s 1-3 are ordinary business, agenda Item No.s 4-7 are special business which were necessary to put forward in this meeting. Starting with Ordinary business:

Ordinary Business:

Agenda Item No. 1 - Adoption of Financial Statements

The Audited Financial Statements (including audited Consolidated Financial Statements) for the financial year ended 31st March, 2020 have been sent out to the members along with the Reports of the Board of Directors and Statutory Auditors.

Agenda Item No. 2.- Declaration of Dividend

The Board of Directors have recommended a final dividend of Rs. 5 per share on equity shares for the financial year ended 31st March, 2020.

Agenda Item No. 3. - Re-appointment of Mr. Anil Berera

Mr. Anil Berera, retires by rotation and being eligible, seeks reappointment.

Now, moving to the Special Business:

Agenda Item No. 4.- Approving Remuneration of Cost Auditors

Agenda Item No. 5.- Appointment of Mr. Vishal Bhola (DIN: 08668079) as Director

Agenda Item No. 6.- Appointment of Mr. Vishal Bhola (DIN: 08668079) as Managing Director for a term of 5 consecutive years.

Agenda Item No. 7. - Re-appointment of Anil Berera (DIN: 00306485) as Executive Director for the period from 03rd November, 2019 till 31st December, 2019.

The text of the resolutions and explanatory statement giving out all the requisite details have been given out in the Notice of the Annual general meeting.

Now, with the permission of the Chair, we would now start with the Q&A session. Members are requested to please keep their questions brief. In order to avoid repetition Management would be answering all these questions in the end once we have heard all the speaker shareholders.

It gives me immense pleasure to invite our first speaker shareholder Mr. Amnish Aggarwal representative of Prabhudas Lilladher Pvt Ltd. having DP Id Number 1201130000869841. I would request Mr. Aggarwal to unmute yourself, switch on your camera and ask the question.

Amnish Aggarwal - Speaker Shareholder

Am I audible?

Roopali Singh - Company Secretary

Yes sir. We can see and we can hear you.

Amnish Aggarwal - Speaker Shareholder

Okay. First of all, my compliments to the entire Whirlpool team for putting up yet another year of very steady performance. I have four questions.

My first question is that Whirlpool has been the flag bearer as far as the mass market of white goods, particularly the refrigerator and washing machines has been concerned and of late the company is trying to go into the premium segment. Now, with the entry of one of the largest companies in India, like Voltas in the mass market, for particularly refrigerators, washing machines, what sort of an increase in competitive intensity is Whirlpool of India expecting in the coming years.

My second question is that Whirlpool has entered product segments, like air conditioners, some other kitchen appliances, etc, which are not necessarily some of the product lines, the parent company, which is whirlpool USA has been in. So, what is the outlook for non refrigerator, non washing machine segments are concerned.

The third is that last year we acquired forty nine percent stake in Elica JV in India. So, it would be really appreciative if management can throw some light on how they expect this JV to add value to the shareholders.

And number four and final question is that currently, there is a lot of emphasis on Atma Nirbhar Bharat in India and if I can recall, Whirlpool was one of the first companies in India, which was actually manufacturing its own compressors for refrigerators. So, what is the current status now? How much of the components, particularly compressors and all, we're manufacturing in

house and what are the plans to improve the domestic production of components and you can say the other critical parts.

Thank you.

Roopali Singh - Company Secretary

Thank you. Mr. Aggarwal. I would now request Ms. Amrita Maloo representative of Dhunseri Investments Ltd. having DP Id IN30154930713447 to please unmute yourself, switch on your camera and ask your question ma'am.

Amrita Maloo - Speaker Shareholder

Hello

Roopali Singh - Company Secretary

Yes ma'am. You are audible.

Amrita Maloo - Speaker Shareholder

Okay. Good morning everyone. My questions are:

Number one - Times have changed now, people are spending more time at home and work from home is the new trend and also the online shopping is also a trend which we see these days, so what is the Company's strategy in place to take this opportunity and what we have already done since three - four months have already passed and do we see any impact of NBFC financing due to COVID.

My second question is how do we manage the Material cost hike and what percentage of material cost is imported from China. How is it impacting us going by Indo-China tensions?

Third question is how are the new capacities shaping up and what are the capacity utilisation expecting this year from these new capacities and what are the future plans? Are we going to do any inorganic or organic acquisitions? If they are on card, please share with us.

My last question is what are our margin expansion targets and what is the volume growth which we see in coming years. Thank you.

Roopali Singh - Company Secretary

Thank you Ms. Maloo.

I would now request our next speaker shareholder Mr. Vikas Chandrakant Dakwe having DP Id IN30018313304347 to please unmute yourself, switch on your camera and to ask your question Sir.

Moderator

Hello. Mr. Dakwe has not joined in. Please move on to the next Speaker.

Roopali Singh - Company Secretary

Thank you. I would now request Ms. Priyanka Kapoor having DP Id Number IN30072410021112 to please unmute yourself, switch on your camera and ask your question ma'am.

Priyanka Kapoor - Speaker Shareholder

Good morning everyone. Am I audible?

Roopali Singh - Company Secretary

Yes, ma'am. We can hear you.

Priyanka Kapoor - Speaker Shareholder

Okay. My name is Priyanka Kapoor. I have two questions.

My first question is what was the impact on liquidity on consumers and trade due to covid and how did you handle that?

My second question is as per the balance sheet there is a major increase in inventory this year vs last year, any specific reason for that ?

Those are my two questions. Thank you very much.

Roopali Singh - Company Secretary

Thank you Ms. Kapoor. I would now request Ms. Uma Khanna having DP Id Number IN30072410189751 to please unmute yourself, switch on your camera and ask your question.

Please go ahead with your question.

Uma Khanna - Speaker Shareholder

My question is what is the likely impact you expect on demand in the next 2-3 years due to Covid and do you see any change in the product mix due to changing times?

Roopali Singh - Company Secretary

Okay. Thank you Ms. Khanna for your question.

I would now request our next speaker shareholder Ms. Nidhi Duggal having folio no. 0040780 to please unmute yourself, switch on your camera and ask your question ma'am.

Nidhi Duggal - Speaker Shareholder

Hi everyone, can you hear me?

Roopali Singh - Company Secretary

Yes, ma'am. You are audible.

Nidhi Duggal - Speaker Shareholder

Okay. So my question is in the changing situation with China how is the Company placed in terms of its dependency on supplies through China?

Roopali Singh - Company Secretary

Okay, ma'am. That's all the question you have ma'am.

Nidhi Duggal - Speaker Shareholder

Yes. That's it.

Roopali Singh - Company Secretary

Thank you mam for your questions.

I would now request our next speaker shareholder Ms. Pushpadevi Khandelwal having DP Id Number 1201060003686837 to please unmute yourself, switch on your camera and ask your question.

Moderator

Ms. Khandelwal has not joined in. Please move to the next question.

Roopali Singh - Company Secretary

Thank you.

I would now request Mr. Santosh Kumar Saraf having DP Id Number IN30306910080400 to please unmute yourself Sir, switch on your camera and ask your question sir.

Moderator

Santosh is not there.

Roopali Singh - Company Secretary

Mr. Saraf has not joined in?

Moderator

Yes.

Roopali Singh - Company Secretary

Okay. I would now request our next speaker shareholder Mr. P. Jaichand having DP Id IN30163741159143 to please ask his question, incase he is there.

Moderator

He has not joined in.

Roopali Singh - Company Secretary

Okay, thank you. Next speaker shareholder registered is Mr. Bijnan Singh Srimal. Is he there?

Moderator

Mr. Srimal has not joined in. Please move to the next question.

Roopali Singh - Company Secretary

Do we have Mr. Aspi Bhesania with us?

Moderator

He has not joined in.

Roopali Singh - Company Secretary

Okay. Thank you. We move to our next speaker shareholder. Mr. Paarth Gala. Is he there?

Moderator

Yes. He is there.

Roopali Singh - Company Secretary

Okay. So I would request our next speaker shareholder Mr. Paarth Gala representative of DP Id Number 1201130000867367 to please unmute himself, switch on his camera and ask his question please.

We can see you and we can hear you sir.

Paath Gala - Speaker Shareholder

Okay. Good morning everyone. I have three to four questions.

Number one would be Sir if you can help us with the, how we have grown in our distribution reach and what is it currently and within that reach what is the channel financing number that you can share with us in terms of how many distributors are covered under the channel financing?

Number two would be with the increase in this attraction that is seen in the online purchases off late, what would be our number for the first quarter and where do you see it sustaining in the near future?

Third question is in terms of the product categories that we are present in, that is the washing machines or dishwashers, we have seen a lot of traction in this lockdown which we saw in the first quarter. Would you say that this demand going forward is sustainable?

And lastly on the dishwasher segment, it is quite small presently in India. Where do you see it going in the near future? That's it from my side. Thank you.

Roopali Singh - Company Secretary

Thank you Mr. Gaala.

I would now request Mr. Vikas Chandrakant Dakwe, having DP Id Number IN30018313304347. Sir kindly unmute himself, switch on your camera and ask your question Sir.

Vikas Chandrakant Dakwe - Speaker Shareholder

Hello. Can you hear me Mam?

Roopali Singh - Company Secretary

Yes, we can hear you.

Vikas Chandrakant Dakwe - Speaker Shareholder

I'm speaking on behalf of Mr. Vikas Dakwe. I am Mrs. Vasudha Vikas Dakwe. I would like to congratulate our Company Secondary and her team for sending me the soft copy of the Annual Report well in advance which indicates the clear and transparent picture of the company.

I would like to congratulate our CSR committee members who have done their duty very well. I have few questions which are as follows:

Rents and Taxes were Rs. 806 lacs compared to last year Rs 88 lacs. Please throw some light.

From Whirlpool China, we purchase raw materials and trading goods (Page no. 209 and 210). Please throw some light on that. What are your views during this year on Covid 19 pandemic situation?

One more request, can you please help us to join next year's physical meeting there and see your plants also. With this, I support all the resolutions. Thank you ma'am.

Roopali Singh - Company Secretary

Thank you so much. I move to the next shareholder who has joined in. I would now request Mr. P. Jaichand having DP Id IN30163741159143. Sir could you please unmute yourself, switch on your camera and ask your question.

P. Jaichand - Speaker Shareholder

I have already done that Madam and I am inside the meeting since 10:30. I have never logged out. There must be some technical issue from your end, they are saying continuously some five to six shareholders are not there in the meeting. Anyhow, I would like to congratulate the management on the fifty ninth annual general body meeting. We are moving to our sixtieth year that is our diamond jubilee. Next year, the shareholders are expecting a bonus from the management as well a special dividend. Since for so many years, the management has not declared any bonus and this year there is a pandemic situation, so, next year is a very good opportunity, diamond jubilee for us to declare a bonus for the minority community. Sir, we thank the management for maintaining the same dividend, even during this pandemic situation.

Our annual report, we can see that already E-copy has been given this year so, we are not provided with the physical copy due to the circular so reading e-copy is very difficult for us and, moreover, you have given dual side pages. So, it becomes really difficult for us to zoom each

and every page, and read it and across and move to the next page. So kindly provide it in a single page. So, the PDF, which is being attached is a double side, so it is very difficult. So please ensure that Sir.

Page No.32, we can see remuneration to Executive Directors, special allowances, perquisites, and other, I would like to know whether any salary cut is being taken by the management during this pandemic situation because most of the companies we can see, they are taking thirty percent or fifty percent salary cut. Whether our company has also taken any proactive steps like that.

Page No. 33 we can see shareholders complaints received during the year is 22 and resolved is also 22. We appreciate that but we would still insist the management to improve our stakeholders relationship committee so that we shall not receive any complaints in future, and you might set an example for corporate governance for other companies.

We can see in the Annual Report on Page No. 36, that we have around 62,912 shareholders, out of which how many shareholders have attended today's video conferencing and what is the minimum quorum required for our annual general body meeting?

I would also like to know what other steps taken by the management to reduce the other expenses, miscellaneous expenses, legal charges and auditor fees. So what proactive steps have been taken by the management, I would like to know.

What is the production capacity utilization during April, May and June in this previous quarter and what is the view of the management on going forward sustainability or the profit earning growth will remain challenged in the coming quarters. Our share prices are escalating in the market which is really good. We would like to appreciate that.

We would also instruct our management to improve our company image to investor relation exercise on concall, quarterly presentation and meeting global investors.

I would also request the management to please arrange a factory visit for the shareholders as soon as this pandemic ends. Each and every shareholder may be sent an inland letter so that whichever shareholders are interested, they might join for the factory visit. So this initiative could be taken in the upcoming sixtieth year.

And also, I would request the management to please provide discount coupons to whoever buys products. Some of the companies hotel industries, resort industry they are also giving us the discount coupons to purchase their products. So most of the companies are doing that this can also be included and discount coupons may be sent to the shareholders. Nothing much to ask Sir. Thank you for giving me the opportunity.

I wish the management board of directors a great success and prosperity in the coming future.

Mam, Santosh Saraf would also be joining.

Roopali Singh - Company Secretary

Yes Sir, I have his name Sir. Thank you and apologies if you've had difficulties in joining.

I would now request Mr. Santosh Kumar Saraf having DP Id IN30306910080400. I would request Mr. Saraf to unmute yourself, switch on your camera and ask your question.

Santosh Kumar Saraf - Speaker Shareholder(in Hindi)

Honorable chairman, respected Board members and my dear shareholder, brothers and sisters. My name is Santosh Kumar Saraf and I am speaking from Kolkata. First of all I would like to greet you all. I pray for your good health before I begin with my questions. I hope that all factory workers, management staff and sales staff are safe and healthy.

I would like to specially thank the company secretary and her team who approached the shareholders situated remotely and helped us attend the meeting. I would like to thank the secretarial department for that. I would like to thank the management for announcing dividend of Rs. 5/- even in these difficult period where other companies are not giving dividends as they need cash flow in hand. We are not sure till when the covid situation is going to continue and still the company announced dividend for which I am thankful to the management. The current covid situation is expected to continue throughout the financial year. What are the steps taken by management to minimise effect on income and staff?

Further, 137 dispute cases are pending since 1982- 83. It has been 37 years and every year new cases are being added. It is a sad thing for the company that the cases are still not settled for 37 years and every year new cases are getting added. I would recommend resolving these cases through Vivaad se Vishwaas scheme by the central government so that the number of cases gets reduced. I have attended 81 meetings and have not seen so many pending cases in any organisation. There has been an increase in advertising expense by 62% this year but we were not able to see the results. I would like to know the the reason and what is the plan for future in case we spend on advertisements and don't get the results. In that case, I would suggest that we spend more on developing personal relations rather than spending on advertisements.

You have used two headers for one ledger. For example on page 121, you have mentioned unpaid dividend and on page 125 you have used the header unclaimed dividend. Use of two headers into one ledger creates confusion. I believe other companies are using unclaimed dividend instead of the word unpaid. The reason is if the company uses unpaid, it gives a bad reflection that the company does not have money, hence it did not make the payment so it's better that in future, unclaimed is used at both places, so that the image of the company remains good.

Another request, out of total 2800 employees, there are only 223 female employees which is very low at 7-8%. Our Finance Minister, Ms. Nirmala Seetharaman and our Company Secretary are also females. So I request to increase the percentage of female employees so that in the current situation, females are also made self dependent and this is only possible through employment. I suspect if the foriegn promoter does not want the Indian females to grow so I request you to please encourage them.

Since last year it was a physical meeting and this year the meeting is held through video conferencing I would like to know What was the total expense incurred last year, when the physical meeting was conducted? What is the estimated expense incurred in virtual meetings? I am asking this because even if a physical meeting happens, remotely located shareholders will not be able to attend it, and virtual meetings are better. All directors would also have to travel in this rainy season for physical meeting, and hence I request that in future even if you do a physical meeting please have video conferencing also as it is beneficial for you and your shareholders.

I pray for everyone and wish that next year when we meet in a video conferencing meeting we have exceptional results, growth and a wide range of new products. I would like to end by praying for safety and good health for all. Thank you for the time.

Jay Hind. Jay Bharat. Jay Shri Ram. Namaste Sir.

Roopali Singh - Company Secretary

Thank You Mr. Saraf. We have another speaker shareholder who has joined us now. So I would now request our next speaker shareholder Mr. Bijan Singh Srimal having DP Id IN30371911033159 to unmute yourself, switch on your camera and ask your question sir.

Bijan Singh Srimal - Speaker Shareholder

Hello. Am I audible?

Roopali Singh - Company Secretary

Yes sir. You are audible. You can please go ahead and ask your question.

Bijan Singh Srimal - Speaker Shareholder

Okay. So, when you called my name for the first time and before giving me anytime to say something, somebody said that I am not there. I am attending the meeting after a long struggle because of non-cooperation from your end.

Annual report has been received by me on 17th August, 2020 , May I ask you why? What is the reason for sending the notice of the meeting so late, which is against the company law provisions. Even today morning, I tried to contact these cdsi people and they have also not given any cooperation whatsoever and neither your company person received my call. This is really the most undesirable situation in all respect. I am attending the meeting of all the companies on video conferencing and all the Company Secretaries called on me and even their staffs called different and gave all cooperation. Could we expect better cooperation from your side next year sir?

Arvind Uppal - Chairman

Absolutely.

Bijan Singh Srimal - Speaker Shareholder

I have not even received your notices so I have not got a chance of going through the balance sheet. I am a Chartered Accountant. I wanted to go through it and put questions because this is the first time I have been given the opportunity to attend the meeting because I stay in Calcutta. So even that chance has not been given proper. I don't understand the reason of your non cooperation. Please see that in future and even now I see after attending this meeting five - six shareholders names were called and said that they are not there. So, this shows that you are not providing them..... [technical issue]

Roopali Singh - Company Secretary

Hello. Could the moderator please see what's the problem.

Moderator

He is on the unmute only. I don't know, there might be any technical issue on his end..

Roopali Singh - Company Secretary

Let's wait for him.. Let's give him a minute.

Moderator

Okay

Bijan Singh Srimal - Speaker Shareholder

What is your portfolio addition to the new portfolio this year as the current year will be going to be very tough. Could you share with us the cost control measures taken by the company?

May I also know from you Sir, what is the help the company has given to the COVID 19 epidemic? Also pronounce me as Shrimal, my name is Shrimal. Everything was topsy turvy from this morning. I am going on phoning you and you are not responding. I told your assistant to kindly ask to contact me and you never wanted to contact me. What sort of company secretaryship you are having madam. This is your first name I have seen, I am your shareholder since IPO so what sort of cooperation you are meeting with.

Roopali Singh - Company Secretary

Sure Sir, I will definitely look into it.

Bijan Singh Srimal - Speaker Shareholder

What is the questioning of looking into it, are you not provided with the information that I wanted to talk to you. I sent an email addressing to you, you never responded. This is height. I am a shareholder of 256 companies and I have never met with such an amount of disrespect which is absolutely not desirable from a company of your stature. I have not been provided with a balance sheet, notice, this is the first time I am getting the opportunity to talk to you. What is the cost of this virtual meeting vis a vis physical meeting. I would also request you to continue with the virtual meeting even in future so that people like us who stays at Calcutta can join.

Roopali Singh - Company Secretary

Sure Sir.

Arvind Uppal-Chairman

Sir, we apologies for any inconvenience caused to you

Bijan Singh Srimal - Speaker Shareholder

Thank you. Please pardon me if I hurt your feelings, I have no idea to hurt anybody's feelings but this something unusual that happened hence I have to speak all this. Thank you for giving me an opportunity. Thank you.

Arvind Uppal-Chairman

Thank You very much.

Roopali Singh - Company Secretary

I would now request Mr. Aspi Bhesania having DP Id Number 1201250000010241 to unmute yourself, switch on the camera and ask your question.

Aspi Bhesania - Speaker Shareholder

Madam. Can you see me?

Roopali Singh - Company Secretary

Yes sir. We can see you and we can hear you. Please go ahead.

Aspi Bhesania - Speaker Shareholder

Chairman sir, I would like to congratulate the management on good results in spite of all the problems in the economy even before COVID started still, you've done very well. Sir but our first quarter sales are half compared to last year and profits are substantially lower. So what steps are you taking to solve this problem? As on 31st March inventory was Rs. 1200 crores against Rs 888 crores. Is it due to no sales in the last few days of March?

The cash on balance sheet was 1652 crores as at the end of March. What are your plans to utilise? Instead invest in acquisitions. Maruti has bought lots of land for showrooms for dealers. Do you have any such plans for our exclusive showrooms?

Sir, are we buying anything from China? Sir any duties from parent? Whirlpool is number one in US. What are your plans for India? We are nowhere in India. What is the roadmap for the next two years?

Thank you and all the best. I don't have any grievances.

Roopali Singh - Company Secretary

Thank you Sir. All our speaker shareholders have spoken. Let me just check back on one person, Did Ms. Pushpadevi Khandelwal join in? If the moderator could please check.

Moderator

Ms. Khandelwal has not joined in. You can end with the speaker questions.

Roopali Singh - Company Secretary

Okay. Thank you moderator.

Thank you dear Speaker shareholders for all your questions.

With the permission of the Chairman we would now request the Management of the Company to reply to the questions asked by the members. We will start by answering the questions received through emails, followed by questions of the Speaker Shareholders.

I would now request Mr. Vishal Bholra, Managing Director and Mr. Yatin Malhotra, CFO to please commence with our responses to shareholder questions.

Thank you.

Vishal Bhola - Managing Director

Thank you Roopali and thank you all of you for all of the questions which you have sent. We are going to go with the email questions, then go on to the speaker questions.

Some of the questions, there might be repetition of themes, and therefore we will try and club them so that there is no repetition in the answers.

Question - So the first question is from a Canada Robeco Mutual fund having DP Id IN30014210637908 and the question was in terms of capacity utilization. How much was it for? Refrigerator and washing machines. What kind of capex and capacity enhancement do we plan for front load washing machines in the coming years and also how much capacity was added in the Faridabad plant for refrigerators?

Answer - If I look at the year 2019-20, overall capacity utilization across both, refrigerators and washers is close to 90%. So you can see that we are running pretty much close to optimum capacity. We added two hundred thousand in Faridabad and added nine hundred thousand in Pune with the new line which was commissioned in our Pune plant. On the front load washing machine, we keep looking at capacity enhancements across. It is an important category for us. And this would certainly be something we would evaluate as we go forward on whether we want to set up capacity enhancement for front loading washing machines or not.

Question - The second question which is from the same folio number is on our distribution network. Where do we stand in terms of retail touch points and how do we intend to expand the same over the next three years? What would be the share of semi urban and rural area, which is tier two and three cities in our existing distribution network?

Answer - So currently our distribution network you can look at it in many ways. You can look at unique billing points through the year. But what's more important for us is how many outlets do we bill every quarter. So, we are currently at twenty nine thousand billing points, and our effort is to increase, not only our reach in terms of more billing points, but also get our current billing points to build more often which gives a lot more benefit for us if somebody buys once in a year, if we can get them to buy once in a quarter, by every quarter four times in a year, it gives us a lot of benefits. Again on our share of semi urban rural areas and our existing distribution network, there are two ways you can look at it, either our distribution network or our consumers who are staying in semi-urban and rural areas. So, forty percent of our distributors are in semi - urban and rural areas, but sixty percent of the consumers are actually in tier two and three cities. There would be buying from other channels as well besides the one which are directly covered by us.

Question - The next question was from the same folio number. I understand we have witnessed market share gains over the last couple of years with an increasing distribution network. How much market share improvement we have seen in the last 3 years in Refrigerator & Washing Machine & where do we stand now in terms of market share in these categories.

Answer - So, as, you know, we don't release market share data, but all, I can tell you is that last three years across both these categories we have gained market share and we have actually seen a higher market share increase in our premium category, which is, of course, part of our premiumisation strategies.

Question - The last question from the same Folio number was are we looking to introduce any new product category or are there any product gaps within existing categories which still needs to be addressed. Also, where do we see small appliances segment including Elica (JV) over the next 3 years and what would be the growth strategy for this segment?

Answer - Now, if you look at our portfolio, ninety percent of our portfolio comes from refrigerators and washing machines and over the last few years, we have actually expanded and gotten into a lot of new categories, like dishwashers, water and of course, as you have seen our investment into Elica for cooking. We believe that all of these categories have a strong potential to grow over the next few years. And therefore, our effort is really going to be in consolidating in getting growth out of these categories rather than getting into more new categories. Having said that if we see a new category which is strategically in sync with what we do and we have the capabilities to grow there. We would certainly evaluate that.

Question - The next question is from Edelweiss Custodial Services Ltd. having DP ID Number IN30134820061814 and it says Whirlpool of India's SKU and salesforce ramp up seem to be encouraging - are we targeting any growth in FY21? Also, how is our growth strategy different versus the one under the previous management?

Answer - Look, full year 2021 is going to be a story of two different halves. As you all know, quarter one was severely impacted because of COVID. Going forward, we do see growth coming back after the first quarter, which was a lockdown period. In terms of our growth strategy different versus the one under the previous management. Look fundamentally, nothing changes in terms of our growth pillars. Our strategy is a solid strategy. It is being delivered. We seem to have a winning formula and therefore, nothing changes in terms of the fundamental pillars of growth. Having said that, I think, going forward during and post COVID environment will certainly pose new challenges and new opportunities and we will continuously evolve our growth strategy to take some of these things into account as we make our plans.

Question - The next question from the same DP Id number is parent focus seems quite strong on cost optimization, which are the key areas where Whirlpool of India would be focusing on cost reduction. Do you see potential reduction in hedge like provisions, payments so on and so forth?

Answer - This is a question which is being asked later as well and therefore, I think I will cover it here. We continuously look at cost opportunities across all our line items and we look at pursuing productivity initiatives. This initiative, which we do have further accelerated because of the pressure which we are seeing on account of the COVID and rest assured we will look at all possible line items and all possible optimizations to make sure that we are delivering value for not only to our consumer, but for you, our shareholders as well.

Question - The next question is from "Nirmal Bang Securities Pvt. Ltd having DP Id Number IN30160411915577 for our two main product categories of Refrigerators and Washing Machines, what is the installed capacity (in mn units), utilisation rate and market share?

Answer - I think we've already answered that.

Question - The next one is that we recently expanded our Direct Cool refrigerator capacity at Ranjangaon plant. Over the next 2 years, which other product categories will need capacity expansion? Any product we are looking to manufacture in-house which is imported or outsourced currently?

Answer - First, as I said, before we are approaching our capacity utilization on both refs and washing machines and therefore it's an ongoing process where we keep looking at where it is and how we can get more capacity out of efficiencies, where is it we need more capacity expansion because of things, which we need to put in. So it's an ongoing exercise which we will continue to do as we go forward. We again as we do this we also evaluate if there are opportunities to bring something in house and this is done by a very robust analysis between the two scenarios is it more profitable and long term sustainable for us to manufacture in house versus keep importing. It also depends on the external environment so we look at all of that and then decide whether we are going to pick something in house or not.

Question - The next question from the same DP Id number is that we currently operate at gross margin of 38%-39% and EBITDA margin of 11%-12%. Considering the competition, is there a possibility of margin expansion over the next 2 to 3 years and if yes then what would be the key drivers for the same?

Answer - I think we covered it a little bit. There are volume leverages which flow to the P&L but there are also continuous investments which are required to be done. Our constant endeavor is to maximize shareholder returns and again we will continue to do so in the coming years.

Question - The next question is from the same DP Id number in FY20, imports stood at Rs14.5bn which is 24% of net sales. Which are the key products and materials we import? How much is our import dependence on China and are we planning to localize any products and components to reduce our imports considering the rising customs duties, rupee depreciation and other trade barriers? Can I request my colleague Yatin to please answer that?

Yatin Malhotra - Chief Financial Officer

Answer - Thanks Vishal. Well, on this point, our imports are mainly focused on components. Supply chains are not that mature right now and this would include components like compressors, motors, high gloss sheets for the refrigerators, electronics premium product, like premium refrigerator, etc. So we do rely on a certain amount of imports. China as a part of our portfolio in terms of the overall import is a little short on thirty percent. Having said that, we are fully cognizant of the various factors that bring along with them like rising custom duties, rupee depreciation, etc and as far as supply chain mature, we are continuously looking for opportunities in India. With Make in India the shift will be more starker now so I think we will keep on optimizing as the opportunities come over.

We can now move to the speaker shareholders.

First, we start with the question of Amnish Aggarwal from Prabhudas Lilladher.

Vishal would you like to take this question?

Vishal Bhola - Managing Director

Yes, thank you.

So, I think the question was around Whirlpool is the flag bearer of mass premium and recently coming into the premium segment. What happens with the Voltas entry? What competitive intensity does Whirlpool expect. Look for me, I think it is actually good if there is a competition. It always helps develop the categories faster. If you look at India traditionally, the share of premium categories has been lower and therefore, we welcome if there is competition, which

comes in, to me, it helps grow the market faster when there are multiple players who are talking about growing the segment.

I think the next question from the same folio number was around AC is not necessarily a key product line. What is the outlook on such non ref, washing machine segments. I covered this earlier that we've got ten percent of our portfolio, which comes from non conventional segments. Some of these we get a lot of leverage from our parent company where there is existing knowledge which exists. We leverage all of the knowledge. And there are others where we continue to build our expertise if there are relevant segments for us in the sort of strategic play for us, for example, ACs we continue and build expertise in these segments.

The next question from the same folio number is that 49% in Elica, how do we expect to add value to that shareholder. So as you know we have invested in Elica and we expect this segment to grow and actually post COVID, there is more of a reason for this segment to grow as people spend more time at home. People spend more time cooking at home and we are barely meeting outside. So we expect this segment to grow and which is why it is a good investment, it is a strategic investment which we want to build over a period of time. Our strategy in cooking is simple:

1. We want to expand our reach and that is where Elica comes in and helps us as they have far more reach than Whirlpool therefore Whirlpool gets distributed much more widely, and
2. We want people to have the same kind of association about Whirlpool in cooking as they do today in refs and washers.

So we want to build our credibility as a cooking player as much as we have got in refs and washers.

There was a question on Atma Nirbhar Bharat focus. What is our dependence? I will let the Chairman cover up in the subsequent question. I will leave it for now

There was a question about changing trends, work from home, online. What is the company strategy?

Again as I said before it is not bad if you are a home appliance player and people start spending more time at home. What we are clearly seeing is that as people are spending more time at home, they want to upgrade their homes and their appliances. Some of the things which we are definitely seeing is that people are spending on larger refrigerators, investing in washing machines which are able to sanitize their clothes, people probably investing in multiple air conditioners in different rooms because some of them are working from home so they want the same comfort across all rooms. So the two big things which are emerging is convenience and sanitization and hygiene and we are well placed to look at both of these.

The next question was from Amrita Maloo from Dhunseri Investments Limited. What is the strategy for volume growth? Do we have to reduce margins for gaining volume?

Look, we look at volume growth coming from three distinct pillars. The first pillar is people who are buying into the category for the first time. These are people who are buying the refrigerator or washing machine for the first time. It's a big chunk of our growth. Clearly, the penetration levels of consumer durables in our country are low and therefore, here our endeavor is to make sure that we're able to provide the best possible choice when somebody's coming into our category. The second chunk of growth volume growth comes when people's appliances break

down or they want to upgrade. Now, it might be because the appliances stop working or they want to upgrade into a better appliance. Here our endeavor is all about making sure that we get market share and we designed our production in a way in which it is better. And the third set of pillar of volume growth comes from what is categories where we don't have a strong play, as we said ten percent of our volume comes from categories where we made a foray very recently and categories which are actually pretty low in terms of penetration as well and this is where we want to make an impact and actually grow really rapidly to achieve fair share versus what our share in other categories. On reducing margins for gaining volume, in the last few years, we have demonstrated our ability and going forward of course, our endeavor is again to create value for consumers as well as create value for our shareholders.

The next question is how much are we dependent on Chinese imports? Are we facing any issues?

Currently about twenty five to twenty eight percent of our total imports are from China and we will talk a little bit later again about how we are thinking about the entire Atma Nirbhar space.

The next question was again from the same folio on how do we manage material costs if it goes up and what is our general strategy?

So, we managed through productivity actions and we take these productivity actions on two fronts. One is productivity on our design itself and the second is working on efficiencies with our suppliers. So we work very closely with our vendors to make sure that we are always giving optimum value to our consumers. And again the endeavor is to ensure that we are able to create value for shareholders

For the next question, can I invite Yatin to take the next question.

Yatin Malhotra - Chief Financial Officer

Thanks Vishal.

This question is from the same folio and it was about any impact on NBFC financing slowed down in terms of demand and I would just want to add another question that we got from Priyanka Kapoor also in terms of the impact from the overall liquidity in the market.

Well, there are dimensions even pre COVID we were looking at a significant coming down on the NBFC in terms of the strength that we were looking at the market and with COVID obviously the appetite of risk taking went down even further. So, we saw the NBFC impact both in terms of the ability of the trade partners to buy and also for the consumers to purchase. As a response to what we did, with the lockdown of almost forty- fifty days, it was important for us to be very careful on the credit so that we do not have any money loss in the market. So, unless the money chain started rotating again, we did not increase the risk, but once the trade partner started giving back the money, then the entire sales cycle started. On the consumer front, consumer finance options did help to kick start a little bit of a demand on that. Through these two mediums we were able to somehow manage the impact of NBFC slowdown .

The next question is from Mr. Vikas Dakwe and that is about the rates and taxes going up from 88 lacs last year to 806 lacs this year. This question also speaks to another question that we got later on which is about why we don't go for many more schemes because we have too much of old litigation.

Increase in the rates and taxes happened because the company chose to opt various amnesty schemes launched by various state governments and the central government. So we went in for the service tax amnesty. So we went in for Kerala, Bengal, Gurjarat, etc. and more are coming up. As a result, we did have to invest some amount of money in the rates and taxes, but contingent liabilities on VAT and service tax have come down. So we are looking out for options. Why do we still have old litigations pending? Well, not every old litigation qualifies for amnesty and thus some litigation still stay on, but we have been able to reduce the load.

From Whirlpool China, we purchase raw materials and trading goods, please throw some light on your views. I think Vishal was talking generally about our import from China, but what we import from China are very small components, roughly twenty crore last year. It is basically motors and some premium ref that we get from China group company.

The next question is from Priyanka Kapoor on liquidity, which I've already spoken out.

The next is again from Priyanka as per the balance sheet there is a major increase in inventory vs last year, any specific reason for that?

Well, it again got picked up. The lockdown happened from 23rd of March and for the last ten days of March, there was no sale. So what you see as an impact and there is roughly jump of Rs. 300 cr. in the inventory vs what we saw last year. There should have been something which would have been linked with growth but overall the drying out of the last ten days led to the significant accumulation in the inventory at the end of this financial year.

The next question is from Uma Khanna and this is about what is the likely impact of Covid on the economy in the next 2-3 years. Do you see any change in the demand trends or product mix due this?

I would request the Chairman to comment on that.

Arvind Uppal - Chairman

Thanks Yatin.

It depends from whose perspective you are answering this question because there are winners and losers, depending on how you average out the economy. So, the short answer to this is last quarter in terms of expectations was very low for most companies. Going forward, I think there will be some confusion, some will outperform and others will continue to underperform. Overall the economy, I think, will pick up. India will be a huge beneficiary post COVID for a number of reasons. Our industry will see huge benefits going forward. Anything to do with home automation will do well. My guess, where we are headed, what I see is what everybody else sees right now is that people are cutting back expenses which I would say are intangible values. Right now we are focusing more on tangible values. So anything, which is more based on tangible value systems is preferred by consumers. It does not mean that the world would remain constant on intangible values and will not come back but for the moment that seems to be the current picture. So the big beneficiaries will move from companies which largely sell luxury products, pleasure, entertainment houses will move to basic consumption products.

Interesting example, air conditioners were considered a luxury item in this country but suddenly as people work from home, I think you're going to see a lot of people putting AC in their house and it is no more luxury. A lot of this mix and match is going to change in the economy. I think once the dust settles we will have the chair of who won and who lost. That will happen not only

to industry but also happen in different countries. In my view, India will emerge as a big winner from this. One of the big things that has held India back is the price quality equation. India has always in the past given priority of price over quality but I think as ecommerce has picked up, knowledge economy has picked and information is flowing, across the Board we have seen the perception of quality is improving and that one change is focussing on value for money rather than just price vs quality. This could drive change in manufacturing in India.

A lot of products sold in India were low quality products which India could not export out and nor could invest in manufacturing as nobody has produced those kinds of products. Now I think the requirement of quality has changed. I think the timing is absolutely right for some of the manufacturing units in India.

I think India will extremely do well going forward.

Please allow to take the next question from Nidhi Duggal having Folio Number 0040780it says considering the drive behind the Atma Nirbhar and the changing situation with China, whats your views on the impact on the Indian economy, how is the Company placed in terms of its dependency on supplies?

I think the second part of the question has already been answered to a large extent. I think the Atma Nirbhar if you read the media and on social media you get all kinds of views and difficult to comprehend. I think the fact is that we realise that at this point of time self reliance is not a bad idea. We should have been self reliant as a nation with 1.3 billion people. We do not have a situation where we are not producing everything for ourselves. There are reasons why it is not happening.

One reason is we underestimate the lower per capita income is lack of quality perception. Once this improved, per capita income will also improve in the coming years. What has changed significantly is quality perception. I think every now and then a blackstorm event like COVID, suddenly makes you aware that hygiene is important. Everywhere you go, you will see use of sanitisers. India is very unhygienic and I think you will see a huge increase in awareness towards quality. People will want price but as quality awareness comes in, it will bring standard of manufacturing quality product in compliance with the products manufactured in the global world which we will produce not only for ourselves bringing in technology which costs us a little more but also helps in delivering much better results. I think going forward it is absolutely the right time for the government to help the industry. It is time to level that stage and I think the whole world is going to address this. The added advantage this time is that we will not only be able to produce better quality products for our domestic population but also for exports. Therefore there will be a global move as well. I am very optimistic that we will move rapidly in this direction. We have to start moving our supply base for compressors, motors, etc.

With that I give it back to Yatin.

Yatin Malhotra – Chief Financial Officer

The next question is from Mr. Saraf I think I will pick them in random order. We had a question around what is the competitive cost of hosting the AGM virtually and can we have more virtual meetings?

Mr. Saraf we are still in the middle incurring expenses around this. We have not done those fine calculations, but definitely this is something that is working well and your point is noted down. We will consider this when we consider next year's AGM.

What is the company doing to minimize costs? This has been answered at length by Vishal earlier so I think we can move. We can skip this one as this has been answered in detail.

Open cases on the balance sheet. This was answered when I answered on rates and taxes. There were questions on the nomenclature of unpaid versus unclaimed dividend. The point is noted. And for the comment about improving diversity, maybe Vishal, you would want to talk about that.

Vishal Bhola – Managing Director

Thanks for the comment Mr. Saraf. It is something which is important for us and we do want to have an inclusive organization which is not only inclusive from a diversity of gender but truly inclusive where every single employee can come to the organization and bring their best self to work and therefore, I think it's an important point, which you make and it is very important for us to make sure that we have diversity of all kinds and have be a truly intrusive organization.

I think the next series of questions were from Mr. Jaichand. So, I think some of these have been answered. There was a, I'll just pick up a few themes, which you spoke about something you spoke about bonus and special dividend on diamond jubilee. We've noted that. Thanks for your suggestion and Annual report E - copy formatting, we take note of it. Stakeholders complaints to be reduced, improve image, including investor meetings. Absolutely. We note that. Similarly on factory visit as well.

Well, I think then there were some questions around the whole area of cost and what have we done in the space of cost management now?

This is something which we're in the middle of, it is not like a COVID is gone. You can see the number of cases happening all around us and they're actually on the rise in India and therefore we are being very very agile in the way we manage our costs to make sure that we look across every single line item of cost and make sure that we are being ready for any eventuality and what you will see unfold over the next three-four quarters is the result of whether we are being able to be agile or not and how we're able to move the resources in a very dynamic way between where it needs to be invested.

There was a question on discount coupons, which is again noted. Then there was a question from Bijnan Singh Srimal.

First of all sir please accept my apologies on our behalf for any inconvenience which was cost to you either pre the meeting or today in terms of joining. So, I think all of your suggestions are taken on board and we will try to make this experience a much better experience for you next time, I think you also had a few questions around cost control measures driven by such a tough year.

We've answered that. You also asked about help to society in COVID 19 epidemic. There are two three ways in which we do this. The first one is, of course, making sure that our employees and our surrounding areas we try and keep them as safe as possible. And in this space, what we've done is we've tried our best to make sure that there are absolute top safety measures which we take into account when it comes to people who are working in our own factories. But then, of

course, this extends much wider and as part of our CSR initiatives, we have allocated a very reasonable amount of money towards actually making sure that we are doing our part when it comes to contributing for COVID be it through activities which we do through our partners, through NGOs or indeed through the PM CARE Fund where again we have made significant contributions to make sure that we are playing our part when it comes to society as well.

Then, the next question, was from Mr. Aspi Bhesania.

Yatin Malhotra - Chief Financial Officer

This is from Aspi Bhesania. The first one was regarding the first quarter sales. Also, there was a comment made regarding the Q-4 of 2019-20 was it impacted by COVID? COVID and the lockdown impacted performance right from March till June. As Vishal mentioned, we have taken a lot of actions but considering the scale of operations that we have and the huge manufacturing setup there is a time lag between the cost actions to actually kick in.

How do we plan to use the cash because we have substantial cash in the balance sheet?

Well, I think as we all understand COVID tested the liquidity of every single organization, including us. Thankfully, we had the cash balance sheet to tide over the crisis. We have always maintained that the cash belongs to the shareholders and it will always be put to the most optimum use to enhance shareholder's value. In the past we have exhibited that we have been investing significantly, if you see the investment that we have been making in the last three to four years, both in terms of technology and new product introduction and capacities. The cash will definitely be deployed to keep pursuing organic opportunities. And also, as we demonstrated with the Elica deal, we are continuously looking out for any good opportunity that comes our way.

So, there was a question around any purchase from China. I think at length Vishal has answered that question. And then there were two questions, similar questions, one about any new product from the parent that we are intending to introduce. And how do we make whirlpool number one? I think Vishal again has at length spoken about the strategy around how we pursue growth from here and try to gage our journey on market share growth.

The next question is from Paarth Gala. I would request Vishal to answer.

Vishal Bhola - Managing Director

So the question was around distribution reach and channel finance, we spoke about this earlier, and how we're going to increase our distribution reach. I think you also spoke about online and yes, indeed, one of the things we are observing is online becomes a very important channel and the salience of online continues to grow. We're continuously on top of making sure we've got a portfolio which is relevant online, because the online portfolio can be sometimes slightly different to what consumers buy offline and we continue to engage very closely with our partners. It continues to be an important channel for us and we expect to grow. I think you also asked about dishwashers and now we spoke about the categories, which will grow and to me these two categories have potential. We have got a very competitive portfolio when it comes to dishwasher and we will look at growing that portfolio further. I think that's the last of the questions we've got.

Roopali, is there any other question?

Roopali Singh – Company Secretary

No, we have broadly covered all the questions Vishal. In case any questions are left out we shall revert on email.

Vishal Bhola - Managing Director

Alright, so I'll hand it over back to you.

Roopali Singh – Company Secretary

Okay. I would request the chairman to please take over the meeting.

Arvind Uppal - Chairman

Thanks Roopali. Thanks Vishal and Yatin for taking all those questions of shareholders. I would now authorise Roopali to conduct the voting procedures and conclude the meeting. I thank all members for joining us today. With the consent of the shareholders, all directors would like to leave the meeting. Please be safe and healthy.

Roopali Singh - Company Secretary

Thank You Sir. The e-voting facility will remain open for another 30 minutes. So the members who were not able to cast their votes, can vote during this time. The voting results along with the Scrutiniser report will be published within 48 hours from the conclusion of the meeting. Members may view the voting results which will be available on the Company website as well as on the CDSL e-voting platform and on the website of the Stock Exchanges also.

I, now on behalf of the shareholders, would like to thank the Chairperson, directors, auditors and our dear members for joining us today. Thank You and please do keep safe. Thank You.