

SHOPPERS STOP

SEC/40/2024-25

June 24, 2024

BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai 400 001. Stock Code : 532638	National Stock Exchange of India Limited Exchange Plaza, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051. Stock Symbol : SHOPERSTOP
---	--

Dear Sir / Madam,

Sub: Business Responsibility and Sustainability Report (BRSR)- Annual Report FY 2023-24

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed the Business Responsibility and Sustainability Report for the financial year 2023-24, which forms part of the Annual Report for the financial year 2023-24.

The aforesaid documents along with full set of Annual Report and Notice of 27th Annual General Meeting are available on the corporate website of the Company at <https://corporate.shoppersstop.com>.

Kindly take the same on record.

Thank you.

Yours truly,

For **Shoppers Stop Limited**

Vijay Kumar Gupta

Vice President- Legal, Company Secretary & Compliance Officer

ACS No: 14545

Encl: A/a

Shoppers Stop Limited

Registered & Service Office : Umang Tower, 5th Floor, Mindspace, Off. Link Road, Malad (W), Mumbai 400 064, Maharashtra.
T 022- 42497000 CIN : L51900MH1997PLC108798. Email : customercare@shoppersstop.com Website: www.shoppersstop.com
Toll Free No.:1800-419-6648 (9 am to 9 pm).



Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

Sr.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L51900MH1997PLC108798
2.	Name of the Listed Entity	Shoppers Stop Limited
3.	Year of incorporation	1997
4.	Registered office address	Umang Tower, 5th Floor, Mindspace, off. Link Road, Malad (West), Mumbai - 400 064.
5.	Corporate address	Umang Tower, 5th Floor, Mindspace, off. Link Road, Malad (West), Mumbai - 400 064.
6.	E-mail	company.secretary@shoppersstop.com
7.	Telephone	022-42497000
8.	Website	www.shoppersstop.com
9.	Financial year for which reporting is being done	April 01, 2023 - March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited Bombay Stock Exchange Limited
11.	Paid-up Capital	₹ 54.97 Crores
12.	Contact Person	
	Name of the Person	Mr. Vijay Kumar Gupta (VP-Legal, CS and Compliance Officer)
	Telephone	022-42497000
	Email address	company.secretary@shoppersstop.com
13.	Reporting Boundary	
	Type of Reporting- Select from the Drop-Down List	On Standalone Basis pertaining only to Shoppers Stop Limited
14.	Name of Assurance provider:	No third party has been appointed to carry out an assessment / evaluation/assurance on the BRSR indicators reported by the Company
15.	Type of Assurance obtained:	Not Applicable

II. Product/Services

16. Details of business activities

Sr.	Description of Main Activity	Description of Business Activity	Percentage Turnover of the Entity
1	Trade	Retail trading	100%

17. Products/Services sold by the entity

Sr.	Product/Service	NIC Code	Percentage of Total Turnover contributed
1	Fashion Retail business	477	100%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	No. of Offices	Total
National	NA	112 Departmental stores, 7 HomeStop stores, 87 Beauty stores, 21 Airport stores, 1 Service Office, 4 Warehouses	232
International	NA	NIL	NIL

19. Market served by the entity:

	Locations	Numbers
a. No. of Locations:	National (No. of States)	22 States
	International (No. of Countries)	NIL
b. What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable	
c. A brief on types of customers:	<p>Our clientele can be categorised into three groups: Personal Shoppers, Digital Shoppers, and walk-in customers.</p> <ol style="list-style-type: none"> 1. Personal Shoppers: This service is among India's top Omni-channel offerings, providing personalised assistance both in-store and digitally. 2. Digital Shoppers: These customers utilise video calls or chat messenger services found on our e-commerce website and app to connect with us. 3. Walk-in customers: Customers have the option to schedule appointments online or visit our stores directly for assistance. 	

IV. Employees**20. Details as at the end of Financial Year:**

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	Percentage (B/A)	No. (C)	Percentage (C/A)
a. Employees and workers (including differently abled):						
Employees						
1	Permanent Employees (A)	6,327	4,329	68.40	1,998	31.60
2	Other than Permanent Employees (B)	2,058	1,594	77.45	464	22.55
3	Total Employees (A+B)	8,385	5,923	70.64	2,462	29.36
Workers						
4	Permanent (C)	0	0	0	0	0
5	Other than Permanent (D)	0	0	0	0	0
6	Total Workers (C+D)	0	0	0	0	0
b. Differently abled employees and workers:						
Employees						
7	Permanent Employees (E)	159	136	85.50	23	14.50
8	Other than Permanent Employees (F)	0	0	0	0	0
9	Total Employees (E+F)	159	136	85.50	23	14.50
Workers						
10	Permanent (G)	0	0	0	0	0
11	Other than Permanent (H)	0	0	0	0	0
12	Total Differently Abled Employees (G+H)	0	0	0	0	0

**21. Participation/Inclusion/Representation of women:**

Sr.	Category	Total (A)	No. and Percentage of females	
			No. (B)	Percentage (B/A)
1	Board of Directors	09	01	11.11%
2	Key Management Personnel	03	0	0

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years):

Category	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the FY prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	46.21%	47.34%	46.56%	55.55%	53.18%	54.82%	37.37%	40.79%	38.39%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. (a) Names of holding/subsidiary/associate companies/joint ventures:**

Sr.	Name of the holding/subsidiary/associate companies/joint ventures	Indicate whether it is a holding/Subsidiary/Associate/or Joint Venture	Percentage of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Shoppers Stop Brands India Limited (Formerly known as Shopper's Stop Services (India) Limited)	Wholly owned Subsidiary	100%	No
2	Shoppers' Stop.Com (India) Limited	Wholly owned Subsidiary	100%	No
3	Global SS Beauty Brands Limited (Formerly known as Upasna Trading Limited)	Wholly owned Subsidiary	100%	No
4	Gateway Multichannel Retail (India) Limited	Wholly owned Subsidiary	100%	No

VI. CSR Details**24. a. Whether CSR is applicable as per section 135 of Companies Act, 2013:**

The Company has "average loss" in 3 immediately preceding financial year and hence section 135 of the Companies Act 2013 pertaining to Corporate Social Responsibility (CSR) is not applicable.

Turnover (in ₹):	4,213.96 Cr. (Standalone)
Net worth (in ₹):	323.95 Cr. (Standalone)

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints		Remarks	Number of complaints		Remarks
		filed during the year	pending resolution at close of the year		filed during the year	pending resolution at close of the year	
Communities	No	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	No	NIL	NIL	NIL	NIL	NIL	NIL
Shareholders	https://corporate.shoppersstop.com/investors/shareholder-query/ and https://scores.gov.in/scores/Welcome.html	NIL	NIL	NIL	3	NIL	All the complaints were in respect of request for statutory documents
Employees and Workers*	Yes, available on Company intranet.	NIL	NIL	NIL	1	NIL	NIL
Customers**	Yes, https://www.shoppersstop.com/	10,972	0	Complaints related to Order status, Delivery Status, Refund & Return/ Exchange etc. For Store - related to First Citizen Points, Exchange of purchase products, Mishandling by staff	1,53,505	6	NIL
Value Chain Partners	No	NIL	NIL	NIL	NIL	NIL	NIL
Others	No	NIL	NIL	NIL	NIL	NIL	NIL

*Unfair separation, Favouritism, Inappropriate Behaviour, Misconduct, Workplace Harassment, Misuse of Power (excluding POSH complaints).

**Customer Service related (Billing, Membership, Staff Service, Online)

**26. Overview of the entity's material responsible business conduct issues:**

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Waste management and circularity	Risk and Opportunity	<p>Risk: Poor waste management can lead to environmental harm, regulatory fines, and damage to the brand's reputation. Excess waste contributes to higher operational costs and inefficiencies, potentially reducing profitability and market competitiveness.</p> <p>Opportunity: Implementing circular economy principles can reduce waste, lower costs, and attract eco-conscious consumers. By recycling, upcycling, or repurposing materials, the store can innovate new product lines, enhance brand loyalty, and tap into new markets, aligning with sustainability trends and potentially benefiting from green incentives.</p>	Conduct waste audits and assessments to understand areas of exploitation and develop key focus points to improve the same. Educating and training employees, workers and supply chain to reduce overall generation of waste. Also, establish circularity through reusing, recycling and waste treatment in their operations.	Risk: Negative Opportunity: Positive
Water management	Opportunity	Implementing sustainable water management practices can reduce operating costs and minimise environmental impact. It presents an opportunity to position the store as an eco-friendly brand, attracting customers who value sustainability, and can also lead to partnerships with green initiatives, enhancing the store's market presence.	-	Positive
Emissions and Energy management	Opportunity	By implementing energy-efficient practices and investing in renewable energy sources, the store can reduce its carbon footprint, lower energy costs, and qualify for green tax credits. This can enhance brand image, attract eco-friendly consumers, and provide a competitive edge in a market increasingly focused on sustainability.	-	Positive

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Product quality, safety, and innovation	Opportunity	High-quality, safe, and innovative products can enhance customer loyalty, command premium pricing, and differentiate the brand in a crowded market. Emphasising sustainability and ethical production can attract a growing demographic of environmentally and socially conscious consumers.	-	Positive
Health, Safety and Well-being	Risk	Health, safety, and wellbeing risks to employees and customers are significant. Employees face hazards from high foot traffic, potential exposure to infectious diseases, and operational accidents. Customers are similarly at risk due to dense interactions and shared spaces. Any health and safety issues can lead to operational disruptions, loss of trust, and legal consequences.	Implementation of a robust health and safety programme, which can improve employee morale, reduce absenteeism, and enhance the store's reputation as a responsible employer, potentially attracting more customers and talent.	Negative
Customer Satisfaction	Opportunity	Exceptional customer experiences can drive repeat business, foster loyalty, and generate positive word-of-mouth, differentiating the brand in a competitive retail landscape. By focusing on personalised services, leveraging data analytics to anticipate customer needs, and integrating omnichannel strategies, Shoppers Stop can deepen customer engagement, boost sales, and strengthen its market position.	-	Positive



Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Sustainable supply chain management	Risk and Opportunity	Risk: Unsustainable supply chain management poses a critical risk for Shoppers Stop. Inefficiencies such as unreliable suppliers, poor labour practices, and environmental non-compliance can disrupt inventory flow, increase costs, and damage brand reputation. This can lead to supply shortages, regulatory penalties, and loss of customer trust, undermining operational stability and long-term growth. Opportunity: By integrating ethical sourcing, minimising environmental impact, and ensuring fair labour practices, the retailer can enhance brand reputation, attract eco-conscious consumers, and achieve regulatory compliance. Sustainable practices reduce costs through efficiencies and waste reduction while opening avenues for innovation and partnerships. Emphasising sustainability can differentiate Shoppers Stop in a competitive market, build customer loyalty, and support long-term profitability and growth.	Developing and strengthening logistics in supply chain to reduce emissions. Further, initiatives such as local sourcing, diversifying suppliers, implementing robust supply chain risk management system can further strengthen supply chain sustainability.	Risk: Negative Opportunity: Positive
Privacy and data security	Risk	The retail store could face data breaches, leading to the loss of sensitive customer information, legal penalties, and damage to reputation. Poor data security practices may result in non-compliance with privacy laws as applicable, incurring heavy fines and eroding customer trust.	Develop robust privacy solutions to avoid potential frauds, regularly conduct audits to improve security loopholes. Further, educate employees, establish a data management systems and policies to stay compliant with data security standards.	Negative

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Economic performance	Opportunity	Economic growth can boost consumer confidence and spending, leading to higher sales volumes. By optimising supply chains and introducing cost-effective products, the store can capitalise on market expansion and increase its customer base.	-	Negative
Climate risk	Risk	Climate change can lead to unpredictable weather patterns, causing supply chain disruptions and affecting the availability of raw materials. Extreme weather events can damage physical stores and infrastructure, leading to increased operational costs and potential loss of revenue.	Set climate targets and join industry groups to learn about best practices. Further, assess assets and analyse the climate risks associated to develop contingency plans to build resilience in operations	Negative
Human rights and labour standards	Risk	The apparel retail store could face reputational damage, legal penalties, and supply chain disruptions if found complicit in labour rights violations, such as child labour, forced labour, or poor working conditions in its manufacturing processes.	To mitigate risks related to human rights and labour standards, Shoppers Stop should enforce a stringent Supplier Code of Conduct, conduct regular third-party audits, and provide training on ethical practices. Establishing transparent reporting systems, enhancing supply chain traceability, and fostering collaborative supplier relationships are essential. Continuous improvement and active stakeholder engagement will ensure adherence to high labour standards and ethical sourcing, minimising risks and promoting a responsible supply chain.	Negative



Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Business ethics and compliance	Risk	Non-compliance with legal and ethical standards can lead to significant financial penalties, legal disputes, and damage to the Company's reputation. Issues such as corruption, fraud, and non-adherence to regulations can disrupt operations and erode stakeholder trust, impacting both short-term profitability and long-term sustainability. Inconsistent ethical practices can also lead to internal conflicts and misalignment with corporate values.	To mitigate these risks, Shoppers Stop should establish a robust ethics and compliance framework, including clear policies and codes of conduct. Regular training for employees and suppliers on ethical standards, along with a zero-tolerance approach to violations, is crucial. Implementing rigorous internal controls and conducting frequent compliance audits will help identify and address potential issues proactively. Additionally, fostering a culture of transparency and accountability, supported by effective whistleblower mechanisms, will ensure adherence to ethical practices and maintain regulatory compliance.	Negative
Talent Management	Opportunity	The ability to attract and retain top talent by offering competitive salaries, career advancement opportunities, and a positive work culture can lead to a knowledgeable and motivated workforce, improved customer satisfaction, innovation, and increased sales and market share.	-	Positive
Local Community Development	Opportunity	Investing in local community initiatives, like job training or environmental projects can help build positive relationships, enhance goodwill, and contribute to the well-being of the community.	-	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
		Policies mandated by the Companies Act, 2013, and Listing Regulations necessitate endorsement by the Board and signature by the Managing Director & Chief Executive Officer. Any supplementary policies receive approval from the Managing Director & Chief Executive Officer or pertinent Functional Heads as needed.								
	c. Web Link of the Policies, if available	Policies required to be displayed on the Company's website in compliance with the Act and Listing Regulations are presented at https://corporate.shoppersstop.com/investors/policies/ .								
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
4.	Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	No	No	No	No	No	No	No	No	No
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes
6.	Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes

Governance, Leadership and Oversight

7. Statement by Director responsible for the Business Responsibility and Sustainability Report, highlighting ESG related challenges, targets, and achievements.

We are excited to present our annual Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24. This report provides our stakeholders with comprehensive insights into our ESG initiatives and sustainability performance. We are committed to fostering a culture of integrity, sustainability, and ethical practices. Our focus is to enhance stakeholder value while ensuring our operations positively impact the communities we serve and the environment. Sustainability and inclusivity are fundamental to our core values. We strongly believe that sustainability and profitability are mutually reinforcing, and that our commitment to sustainability will drive our growth. Together, we strive to set new standards in corporate responsibility and lead by example in every aspect of our business.

In fulfilling its responsibility as a brand owner to reuse and recycle plastic, our Company partnered with a CPCB Registered Plastic Waste Processor. This initiative led to the collection and recycling of plastic in compliance with the EPR guidelines of the Plastic Waste Management Rules, 2016.

During the year, the Company successfully implemented IoT solutions in 27 stores to reduce electricity costs taking the number of stores to which IOT Solution is implemented to 87 stores. Further it aims to extend this initiative to the remaining stores and the service office.



The Company also advanced its commitment to sustainability by procuring sustainable, biodegradable, and recyclable fabrics for its private brands. This includes materials like Liva-eco Viscose, Linen, and Recycled Polyester, resulting in emissions reduction and conserving water during fabric production.

For the Financial Year 2023-24, the Company aims to further increase the use of sustainable fabrics in its private labels. Additionally, the Company has identified key areas to establish and develop its ESG goals and strategies.

Name of Director responsible for the Business Responsibility and Sustainability Report: Kavindra Mishra, Managing Director & CEO

Highlights of ESG related challenges:

The Company, a responsible corporate entity, prioritises ethical, sustainable operations, exceeding societal and governmental expectations while minimising carbon footprint and upholding stakeholder interests. Though lacking manufacturing plants, efforts focus on positive environmental impact. Highlights include energy conservation through IoT solutions, reducing CO2 emissions by 384 tonnes. Additionally, sustainable fabric usage and CNG/Electric vehicles for logistics underscore the commitment to sustainability.

8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Kavindra Mishra, as Managing Director & CEO, holds responsibility for implementing and overseeing the Business Responsibility and Sustainability policy (or policies). The Management/Board of Directors and its Committees will periodically evaluate the performance of Business Responsibility and Sustainability.
9.	Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	

10. Details of Review of NGRBCs by the Company:

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									
Performance against above policies and follow up action	The Business Responsibility and Sustainability policies of the Company undergo periodic reviews or as required by the Management/Board of Directors and its Committees.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Business Responsibility and Sustainability policies of the Company undergo periodic reviews or as required by the Management/Board of Directors and its Committees.								
Frequency (Annually/Half yearly/Quarterly/Any other - please specify):									
Currently, the Company has not established a specific schedule for reviewing performance and policies. Nevertheless, the Company has consistently adhered to the principles and regulations outlined in the Code of Conduct and relevant laws, which are reflected in its formulated policies.									
Performance against above policies and follow up action	Yes, on regular basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company adheres to all statutory requirements applicable to it.								

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The internal auditors and GRC function conduct periodic independent audits/evaluations of these policies, including the operations of the Human Relationship Department. The Company holds certification as a Great Place to Work from Great Place to Work, India, which was enlisted to gather impartial feedback from employees regarding human rights grievances/complaints.								

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Any other reason (please specify)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the NGRBC Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	4	The Board of Directors and Key Management Personnel (KMPs) receive regular updates on economic, business, environmental, statutory, and governance matters essential for their effective performance.	100%
Key Managerial Personnel	5		100%
Employees other than BODs & KMPs	9 training sessions are provided to managers and executives.	<ul style="list-style-type: none"> • Shoppers Stop Limited Code of Conduct • Insider Trading Policy • Whistle-blower Policy • Prevention of Sexual Harassment (POSH) Policy • Personal Shoppers Training Programme • Learn Excel Achieve and Perform Programme (L.E.A.P) • Baby Kangaroo Programme • Learning Planet • Leadership Excellence Accreditation & Development Programme (L.E.A.D) 	95%
Workers	NA	NA	NA

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format.

No fines, penalties, punishments, awards, compounding fees, or settlement amounts are paid exceeding the minimum threshold of materiality specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015, as disclosed on the Company's website.

a. Monetary

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

3. **Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.**

Nil

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

The Company maintains a strict stance against bribery and corruption, which is underscored in its HR Handbook and Code of Conduct for Board of Directors and Senior Management. These documents are readily accessible online at [Policies - Shoppers Stop](#). The commitment to ethical business practices is further strengthened by the annual review and renewal of the policy for each senior management member, ensuring their alignment with these principles.

Additionally, our Company prioritises transparency and accountability through the implementation of a robust Whistleblowing policy. This policy empowers employees and vendors to report any instances of misconduct or malpractice without fear of retaliation. By fostering open communication channels, The Company demonstrates its dedication to upholding the highest ethical, moral, and legal standards in all aspects of its operations.

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:**

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. **Details of complaints with regard to conflict of interest:**

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NIL	0	NIL
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	NIL	0	NIL

7. **Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable

8. **Number of days of accounts payables ((Accounts payable *365)/Cost of goods/services procured) in the following format:**

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	1.39	1.72

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as percentage of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as percentage of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as percentage of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as percentage of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	0.48%	0.38%
	b. Sales (Sales to related parties/Total Sales)	0.62%	1.63%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	NA	100%
	d. Investments (Investments in related parties/Total Investments made)	99.19%	33.99%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the NGRBC Principles during the financial year:

The training programs will be conducted in FY 2024-25.

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in value chain covered by the awareness programmes
Nil	Nil	Nil

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

The Company upholds the highest standards of Corporate Governance, with a majority of Directors serving as Independent Directors. They are all obligated to adhere to the Company's Code of Conduct for Board of Directors and Senior Management, which addresses matters concerning related party transactions and potential conflicts of interest. This comprehensive code is accessible online at <https://corporate.shoppersstop.com/investors/policies/>. The Directors make an annual disclosure at the commencement of each year regarding related parties. Subsequently, they provide periodic updates should any changes occur. In matters concerning related party transactions, the Directors abstain from participating in discussions, and such transactions undergo thorough review by the Audit Committee and Board before any approval is granted. All related party transactions are duly recorded in the Register of Contracts, with corresponding disclosures made to the Stock Exchanges and included in the Annual Report.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.**Essential Indicators**

- 1. Percentage of R&D and Capital Expenditure (CAPEX) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Since the Company is not involved in manufacturing, it does not engage in Research and Development (R&D), or Capital Expenditure related to the products it sells.

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	NA	NA	NA
Capital Expenditure (CAPEX)	NA	NA	NA

- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes, with regards to our Company's Private Labels, there is a consistent initiative to utilise eco-friendly fabrics like Bamboo Cotton, Linen, and recycled plastics. Our approach entails identifying sustainable materials and actively incorporating them into our processes.

- b. If yes, what percentage of inputs were sourced sustainably?**

The Company typically opts for sustainable fabrics such as Bamboo Cotton, Linen, and recycled plastics for its private label. However, due to a lack of data on the materials used in merchandise from other brands sold by the Company, we are unable to provide the percentage of inputs that are sustainably sourced.

- 3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Product	Process to safely reclaim the product
a. Plastics (including packaging)	<ul style="list-style-type: none"> Our Company has transitioned to 100% recyclable paper bags made from corn, eliminating the use of plastic packaging and shopping bags. We are sourcing 20 Lacs compostable bags instead of conventional plastic ones, that shall lead to a 44% reduction in CO2 emissions. We are registered as a brand owner on the EPR portal of the Central Pollution Control Board and have engaged a CPCB Registered Plastic Waste Processor for collecting and disposing of plastic waste equivalent to our target. Through this initiative, we have effectively reduced plastic waste that would have otherwise ended up untreated in landfills or water bodies. Under the EPR guidelines of Plastic Waste Management Rules, 2016, the agency we have partnered with collected and recycled 1108 MT of plastic waste.
b. E-Waste	<ul style="list-style-type: none"> Our Company responsibly disposes of e-waste by entrusting it to authorised e-waste collectors for scientific disposal. This ensures that electronic waste is managed in an environmentally sound manner, minimising its impact on the environment and human health.
c. Hazardous Waste	<ul style="list-style-type: none"> Due to the nature of our retail and trading operations, our Company generates no hazardous waste. We adhere to strict environmental and safety standards to prevent the generation of hazardous waste in our processes.
d. Other Waste	<ul style="list-style-type: none"> The merchandise received by our Company comes in 100% recyclable cartons, which we reuse for product replenishment between distribution centres and stores. At the end of their life cycle, these cartons are sent for recycling through scrap vendors, contributing to our commitment to sustainable waste management practices.

- 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, our company is registered as a brand owner on the EPR portal of the Central Pollution Control Board. In alignment with this registration, we have enlisted the services of a CPCB Registered Plastic Waste Processor to manage the collection and disposal of plastic waste according to our targets. This initiative operates within our operational areas and plays a vital role in minimising untreated plastic waste in landfills and water bodies.

Leadership Indicators

- 1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

The Company is not into manufacturing. Hence, no LCA was conducted.

- 2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

The Company is not into manufacturing, hence not applicable. The Company is mindful of its potential carbon footprint arising from electricity usage and air conditioning in its stores and distribution centres. In response, measures have been taken to enhance Heating, Ventilation, and Air Conditioning (HVAC) efficiency. Additionally, CNG/electric vehicles are employed for transporting merchandise, aligning with our commitment to sustainability.

- 3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

The Company is not into manufacturing, hence not applicable. While our company is not engaged in production, it remains dedicated to sourcing fabrics composed of plastic waste for its private labels, demonstrating a continuous commitment to sustainability.

- 4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NIL	1,108 MT	NIL	NIL	NIL	NIL
E-waste	NIL	NIL	1.346 MT	NIL	NIL	2.576 MT
Hazardous waste	NIL	NIL	NIL	NIL	NIL	NIL
Other waste	NIL	NIL	NIL	NIL	NIL	NIL

- 5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

The Company is not into manufacturing, hence not applicable.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	Percentage (B/A)	No. (C)	Percentage (C/A)	No. (D)	Percentage (D/A)	No. (E)	Percentage (E/A)	No. (F)	Percentage (F/A)
Permanent Employees											
Male	4,329	4,329	100	4,329	100	0	0.00	4,329	100	0	0.00
Female	1,998	1,998	100	1,998	100	1,998	100	0	0.00	1,998	100
Total	6,327	6,327	100	6,327	100	1,998	31.57	4,329	68.42	1,998	31.57
Other than Permanent Employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

Note: The well-being indicators for retired staff members have been taken into account.

b. Details of measures for the well-being of workers:

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	Percentage (B/A)	No. (C)	Percentage (C/A)	No. (D)	Percentage (D/A)	No. (E)	Percentage (E/A)	No. (F)	Percentage (F/A)
Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a percentage of total revenue of the Company	0.21	0.22

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Sr.	Benefits	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
		No. of employees covered as a percentage of total employees	No. of workers covered as a percentage of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a percentage of total employees	No. of workers covered as a percentage of total employees	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	98.57%	-	Y	95.65%	-	Y
2.	Gratuity	98.57%	-	Y	95.65%	-	Y
3.	ESI	50.90%	-	Y	54.24%	-	Y

3 Accessibility of workplaces: Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, all of the Company's stores and service offices are equipped with ramps and elevators to facilitate access for people with disabilities. Similarly, stores situated within malls feature elevators and specialised infrastructure to accommodate differently abled individuals.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

The Company upholds the principle of equal opportunity for all its employees, affirming its dedication to fostering an inclusive workplace culture devoid of discrimination. The Board of Directors and Senior Management adhere to principles of fairness and do not differentiate individuals based on gender, race, religion, age, disability, sexual orientation, national origin, or any other defining characteristic.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100	100	NA	NA
Female	100	83	NA	NA
Total	100	95	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	Not Applicable
Other than Permanent Workers	NA	
Permanent Employees	Yes	Details of mechanism given below
Other than Permanent Employees	Yes	

- The Company is committed to maintaining transparency and open communication, consistently arranging town hall meetings and individual sessions with supervisors to address any issues that may arise.
- The Company encourages its workforce to voice their concerns to their Department Heads, Human Resources, or the Senior Leadership Team members.
- The firm has instituted an open-door policy, allowing employees at all levels to approach the Leadership Team irrespective of their hierarchy.
- Additionally, the Company ensures that new hires are educated about the Code of Conduct during their onboarding process, which is an integral part of the induction program.
- The Company routinely conducts workshops and awareness programs to educate its employees about preventing sexual harassment in the workplace, with mandatory participation ensuring regular reinforcement of this critical issue.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association (s) or Union (B)	Percentage (B/A)	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association (s) or Union (B)	Percentage (D/C)
Permanent Employees						
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL
Permanent Workers						
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	(B/A)	No. (C)	No. (B)		No. (B)	(B/A)	No. (C)	(C/A)
Employees										
Male	4,328	4,328	100%	4,112	95%	4,425	4,425	100%	4,203	95%
Female	1,998	1,998	100%	1,898	95%	1,894	1,894	100%	1,800	95%
Other	1	1	100%	0	0%	0	0	0%	0	0%
Total	6,327	6,327	100%	6,010	95%	6,319	6,319	100%	6,003	95%
Workers										
Male	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	Number for whom performance and career development review was taken		Total (C)	Number for whom performance and career development review was taken	
		No. (B)	Percentage (B/A)		No. (D)	Percentage (D/C)
Employees						
Male	4,329	457	11%	4,425	650	15%
Female	1,998	339	17%	1,894	412	22%
Total	6,327	796	12.58%	6,327	1,062	17%
Workers						
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)

Yes, considering the nature of the tasks involved, there are no significant occupational health and safety hazards. The Company regularly communicates internally with employees through various channels and conducts awareness sessions on safety-related matters. Employees across India receive periodic training on both fundamental and advanced fire safety protocols, which includes evacuation procedures, and mock drills are conducted regularly.

What is the coverage of such system?

Various checklists are diligently maintained at store levels by the Administration & Maintenance team daily.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Various checklists, which are rigorously updated by the Administration & Maintenance team every day, are implemented at store levels.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Not Applicable, since the Company does not have any workers

d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)

Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Menstrual leave has been newly implemented this year for all female employees, allowing them to maintain a balanced workplace by prioritising their self-care. Additionally, at the service office, all employees are granted the option to work from home (WFH) to uphold a healthy work-life balance. Regular health check-ups are organised to promote awareness and vigilance regarding any potential health issues, ensuring employees prioritise their well-being. The Company also extends group Mediclaim policies to cover employees and their immediate family members, providing financial support during health crises.

In response to the emerging challenge of mental health post-pandemic, the Company has partnered with a reputable agency to offer mental wellness services. This resource offers confidential assistance to employees and their families dealing with stress and depression. Furthermore, employees are encouraged to participate in volunteering initiatives supporting various social causes, fostering personal growth and mental well-being through acts of altruism.

To further support employee health, a general physician is available on-site for consultations, and recreational areas within the office premises offer opportunities for relaxation and engagement in leisure activities. Fitness equipment is also provided to encourage physical activity and overall well-being.

13. Number of Complaints on the following made by employees and workers:

Topic	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	NIL	NIL	NIL	NIL	NIL

14. Assessments for the year:

Topic	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Not Applicable
Working Conditions	Not Applicable

Since the Company is not into manufacturing business aforesaid assessments are not applicable.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions:

For safety precautions against the hazards posed by electricity and fire, our company has instituted the following measures and equipment:

- Lock out/Tag out kits (LOTO kits)
- Fire sprinkler and Emergency Exit sign boards
- Periodic checks with Thermography scanning

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

a. Employees (Yes/No): Yes

b. Workers (Yes/No): Not Applicable

Yes, employees are provided with life insurance coverage.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners:

The Company's financial procedures/systems are structured to authorise payments to third-party manpower service providers, such as security and housekeeping agencies, solely upon submission of monthly evidence of payments or deposits with ESIC and PF authorities for their personnel stationed at the Company's premises.

The Company also ensures that its partners within the value chain settle their statutory obligations, and the Company utilises GST credits accordingly to the same extent.

3. Provide the number of employees/workers having suffered high consequence work related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No):

Yes, the Company offers diverse programme assistance and training sessions to support ongoing employability.

5. Details on assessment of value chain partners:

Topic	Percentage of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL
Working Conditions	NIL

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners:

Yes, the Company presently faces no notable risks or concerns stemming from evaluations of health and safety practices and working conditions among value chain partners.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.**Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity:**

The Company values and is responsive to the interests of all stakeholders. It has identified its stakeholders and maintains regular and effective communication with them. Key internal and external stakeholders include customers, vendors, employees, shareholders, investors, government and regulatory authorities, and communities. The Company consistently engages with these stakeholders and has established sufficient grievance redressal systems for customers, employees, and shareholders. Additionally, special efforts are made to engage with marginalised stakeholders as part of the Company's CSR initiatives.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

The Company ensures continuous stakeholder engagement by disclosing all pertinent information regarding its products, business, financial performance, and statutory matters on its website and through other media channels.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Internal and external stakeholders comprise customers, vendors and suppliers, employees, shareholders, investors, government and regulatory authorities and communities at large.	Yes	Emails, SMS, Community Meetings, Advertisements	Timely Disclosures are made Quarterly, Half Yearly and Annually as and when required.	The Company discloses all relevant information about our products, business and financial performance and other statutory information on its website and other media communications to ensure effective and continuous stakeholder engagement from time to time.

Leadership Indicators**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:**

The Company consistently upholds transparency by keeping stakeholders and the Board informed about feedback on economic and social matters. Given the absence of manufacturing activities, environmental concerns are minimal. During quarterly meetings, the senior management team updates the Board of Directors on stakeholder feedback and proposed initiatives for consideration.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes, the Company utilises stakeholder feedback to identify and address environmental and social issues. Implementing ESG aspects involves considering stakeholder feedback and consultations to identify significant environmental and social aspects.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups:

Yes, the Company is collaborating with MSME vendors to support their growth. Additionally, the Company has been involved in CSR initiatives for many years, specifically targeting vulnerable and marginalised stakeholder groups.

PRINCIPLE 5: Businesses should respect and promote human rights.
Essential Indicators

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2023-24 Current FY			FY 2022-2023 Previous FY		
	Total (A)	No. of employees/workers covered (B)	Percentage (B/A)	Total (C)	No. of employees/workers covered (D)	Percentage (D/C)
Employees						
Permanent	6,327	6,327	100%	6,319	6,319	100%
Other than permanent	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total	6,327	6,327	100%	6,319	6,319	100%
Workers						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL

2. **Details of minimum wages paid to employees and workers, in the following format:**

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	Percentage (B/A)	No. (C)	Percentage (C/A)		No. (E)	Percentage (E/D)	No. (F)	Percentage (F/D)
Employees										
Permanent										
Male	4,329	979	22.61	3,350	77.38	4,425	1,332	30.09	3,093	69.01
Female	1,998	467	23.37	1,531	76.62	1,894	510	26.92	1,384	73.08
Other than Permanent*										
Male	1,594	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	464	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*"Other than Permanent" employees includes third party staff. The Company does not have details of salaries paid to these third party staff.

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in million)	Number	Median remuneration/salary/wages of respective category (₹ in million)
Board of Directors (BoD)	7	1.3	2*	1.1
Key Managerial Personnel	3	2.95	0	0
Employees other than BoD and KMP	4,326	0.317	1,998	0.332
Workers	NA	NA	NA	NA

*Includes sitting fees of 1 Women Director ceased to be Director w.e.f October 18, 2023

b. Gross wages paid to females as percentage of total wages paid by the entity, in the following format:

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as percentage of total wages	29%	28%

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No):

Yes, the Chief Human Resources Officer (CHRO) is accountable for handling human rights impacts or issues instigated or influenced by the business.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues:

Human rights stand as an unwavering top priority for the Company. Through its Unified Code of Conduct, which applies to all employees, business associates, and third-party contractors, the Company unequivocally expresses its commitment to upholding human rights. The Company complies with all laws embodying human rights principles, including those prohibiting child labour, promoting gender equality, safeguarding civil liberties, preventing discrimination, and more. Proactive measures are taken by the Company to address any breaches in these areas.

6. Number of Complaints on the following made by employees and workers:

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	20	0	The complaints received were investigated by the POSH Committee and necessary actions were taken on the same. The status on the complaints was placed before the Board and NRC periodically.	20	0	The complaints received were investigated by the POSH Committee and necessary actions were taken on the same. The status on the complaints was placed before the Board and NRC periodically.
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL



	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	20	20
Complaints on POSH as a percentage of female employees/workers	1%	1%
Complaints on POSH upheld	19	20

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases:

- An Independent Internal Committee (IC), comprised of members from the leadership team, makes autonomous decisions and takes actions in accordance with the Sexual Harassment at Workplace Act of 2013.
- Whistle-blower complaints are anonymised and presented to the Audit Committee of the Board during quarterly reviews.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No):

Yes, human rights are an absolute priority for the Company. The Company complies with all laws embodying human rights principles, including the prevention of child labour, promotion of gender equality, protection of civil liberties, and prevention of discrimination. These obligations are also stipulated in the business agreements and contracts signed by the Company with its vendors.

10. Assessments for the year:

	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Not Applicable
Forced/involuntary labour	Not Applicable
Sexual harassment	Nil, the Company is in compliance with all laws and statutory requirements.
Discrimination at workplace	Nil, the Company is in compliance with all laws and statutory requirements.
Wages	Nil, the Company is in compliance with all laws and statutory requirements.
Others - please specify	Not Applicable

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above:

Not Applicable

Leadership Indicators

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints:

The Company regularly reviews its business processes to detect any potential issues that could lead to human rights grievances or complaints. As this is an ongoing practice, no business process can be pinpointed as being altered or introduced solely in response to addressing human rights grievances or complaints.

2. Details of the scope and coverage of any Human rights due diligence conducted:

The Company performs internal assessments as part of its due diligence process. Additionally, independent entities like Great Place to Work (GPTW) are enlisted to gather unbiased feedback from employees regarding human rights grievances or complaints.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Indeed, at the Stores and Services Office.

4. Details on assessment of value chain partners:

	Percentage of value chain partners (by value of business done with such partners) that were assessed
Child labour	The vendors are obligated by contract to adhere to the requirement. Moreover, the Company conducts regular inspections regarding brand staff to verify compliance.
Forced/involuntary labour	
Sexual harassment	No assessment was conducted. However, the Sexual Harassment Policy of the Company extends to the brand staff stationed at the Company stores.
Discrimination at workplace	The vendors are obligated by contract to adhere to the requirement. Moreover, the Company conducts regular inspections regarding brand staff to verify compliance.
Wages	

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above:

Not Applicable.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.
Essential Indicators
1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total Electricity Consumption (A) (GJ)	NA	NA
Total Fuel Consumption (B) (GJ)	NA	NA
Energy Consumption through other sources (C) (GJ)	NA	NA
Total Energy Consumption from renewable sources (A+B+C) (GJ)	NA	NA
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	2,78,212.78	2,91,709.61
Total Fuel Consumption (E) (GJ)	NA	NA
Energy Consumption through other sources (F) (GJ)	NA	NA
Total Energy Consumption from non-renewable sources (D+E+F) (GJ)	2,78,212.78	2,91,709.61
Total Energy Consumption (A+B+C+D+E+F) (GJ)	2,78,212.78	2,91,709.61
Energy Intensity per million ₹ of turnover (Total energy consumption/Revenue from operations in rupees) (GJ per million ₹)	6.60	7.30
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption/Revenue from operations adjusted for PPP) (GJ per million ₹)	151.09	166.93
Energy Intensity in terms of physical output		
Energy Intensity (optional) - the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

Not Applicable.

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any:

Not Applicable.

3. Provide details of the following disclosures related to water, in the following format:

The Company primarily limits water usage to human consumption purposes. Measures are taken to promote careful water consumption within store and service office premises. Sensor taps are installed in service office lavatories to reduce water usage.

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third party water	184.8 (bottled drinking water)	NIL

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(iv) Seawater/desalinated water	NIL	NIL
(v) Others (Rainwater storage)	The Company receives water at the stores from the mall management and the same is not metered. Accordingly, the quantity of the water consumption cannot be identified.	The Company receives water at the stores from the mall management and the same is not metered. Accordingly, the quantity of the water consumption cannot be identified.
Total volume of Water Withdrawal (in kilolitres) (i + ii + iii + iv + v)	184.8	NIL
Total volume of Water Consumption (in kilolitres)	184.8	NIL
Water Intensity per rupee of turnover (Water consumed/ Revenue from operations) (kl per million ₹)	0.004	NIL
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) (GJ per million ₹)	1.003	NIL
Water Intensity in terms of physical output	NIL	NIL
Water Intensity (optional) - the relevant metric may be selected by the entity	NIL	NIL

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

Not Applicable

4. Provide the following details related to water discharged:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	m ³	NIL	NIL
- No treatment	m ³	NIL	NIL
- With treatment - please specify level of treatment	m ³	NIL	NIL
(ii) Into Groundwater	m ³	NIL	NIL
- No treatment	m ³	NIL	NIL
- With treatment - please specify level of treatment	m ³	NIL	NIL
(iii) Into Seawater	m ³	NIL	NIL
- No treatment	m ³	NIL	NIL
- With treatment - please specify level of treatment	m ³	NIL	NIL
(iv) Sent to third parties	m ³	NIL	NIL
- No treatment	m ³	NIL	NIL
- With treatment - please specify level of treatment	m ³	NIL	NIL
(v) Others	m ³	NIL	NIL
- No treatment	m ³	NIL	NIL
- With treatment - please specify level of treatment	m ³	NIL	NIL
Total water discharged (in kilolitres)	m ³	NIL	NIL

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation:

Not Applicable

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	mg/m3	NA	NA
SOx	mg/m3	NA	NA
Particulate matter (PM)	mg/m3	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	mg/m3	NA	NA
Others - please specify	PPM	NA	NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

Not Applicable

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	NIL	NIL
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	NIL	NIL
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	NIL	NIL
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions/Revenue from operations)	tCO ₂ e/ ₹	NIL	NIL
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG Emissions/Revenue from operations adjusted for PPP)		NIL	NIL
Total Scope 1 and Scope 2 Emissions Intensity in terms of physical output		NIL	NIL
Total Scope 1 and Scope 2 Emissions Intensity (optional) - the relevant metric may be selected by the entity		NIL	NIL

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details:

- The Company installs solar rooftop systems in multiple stores to generate energy and promote savings, with plans to expand installations pending lessor approvals.
- Implementing IoT solutions for HVAC efficiency across all stores is undertaken by the Company to significantly decrease power consumption, thereby reducing greenhouse gas emissions.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1,108 MT	NIL
E-waste (B)	1.346 MT	2.576 MT
Bio-medical waste (C)	NIL	NA
Construction and demolition waste (D)	NIL	NA
Battery waste (E)*	NIL	NA
Radioactive waste (F)	NIL	NA
Other Hazardous waste. Please specify, if any. (G)	NIL	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	NIL	NA
Total (A+B + C + D + E + F + G+ H)	1,109.346 MT	2.576 MT
Waste Intensity per rupee of turnover (Total waste generated/ Revenue from operations) (MT per million ₹)	0.026	0.00
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP) (MT per million ₹)	0.602	0.001
Waste Intensity in terms of physical output		
Waste Intensity (optional) - the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: Plastic waste (A)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Plastic waste (A)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	1,108 MT	NA
Total	1,108 MT	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: E-waste (B)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: E-waste (B)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations (third party)	1.346 MT	NA
Total	1.346 MT	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: Battery waste (E)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Battery waste (E)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: Other Non-hazardous waste generated(H)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Other Non-hazardous waste generated (H)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your product and processes and the practices adopted to manage such wastes:

The Company has embraced practices to incorporate sustainable products into its product line up and introduce reusable eco-friendly products in select categories.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format:

Not Applicable

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, since the Company is not engaged in manufacturing and does not produce products, the laws do not directly apply. However, at the store level, the Company ensures compliance with all relevant environmental regulations for waste disposal.

Sr.	Specify the law/regulation/guidelines which was not complied with	Provide details of non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
The Company ensures compliance with all relevant environmental regulations				

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

- (i) Name of the area: NA
- (ii) Nature of operations: NA
- (iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
		(Current Financial Year)	(Previous Financial Year)
Water withdrawal by source (in kilolitres)			
(i) Surface water	m ³	NA	NA
(ii) Groundwater	m ³	NA	NA
(iii) Third party water	m ³	NA	NA
(iv) Seawater/desalinated water	m ³	NA	NA
(v) Others	m ³	NA	NA
Total volume of water withdrawal (In kilolitres)	m ³	NA	NA
Total volume of water consumption (In kilolitres)	m ³	NA	NA
Water intensity per rupee of turnover (Water consumed/turnover)	KL per Crore ₹ of revenue	NA	NA
Water intensity (optional) - the relevant metric may be selected by the entity	-	NA	NA
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	m ³	NA	NA
- No treatment	m ³	NA	NA
- With treatment - please specify level of treatment	m ³	NA	NA
(ii) Into Groundwater	m ³	NA	NA
- No treatment	m ³	NA	NA
- With treatment - please specify level of treatment	m ³	NA	NA

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(iii) Into Seawater	m ³	NA	NA
- No treatment	m ³	NA	NA
- With treatment - please specify level of treatment	m ³	NA	NA
(iv) Sent to third parties	m ³	NA	NA
- No treatment	m ³	NA	NA
- With treatment - please specify level of treatment	m ³	NA	NA
(v) Others	m ³	NA	NA
- No treatment	m ³	NA	NA
- With treatment - please specify level of treatment	m ³	NA	NA
Total water discharged (in kilolitres)	m ³	NA	NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

NIL

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO₂e	NIL	NIL
Total Scope 3 Emissions per rupee of turnover	tCO₂e	NIL	NIL
Total Scope 3 emission intensity (optional)- the relevant metric may be selected by the entity	tCO₂e/ ₹	NIL	NIL

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

Not Applicable

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities:

Not Applicable

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Waste Recycling	<ul style="list-style-type: none"> Revised store partition designs to reduce cladding material usage by 70%. Repurposed fixtures and lighting from closed stores in Aurangabad and Ahmedabad for use in other stores within the same region. Additionally, recycled 70% of lighting fixtures during renovations in Durgapur and Bandra stores, and refurbished all back-of-house furniture in the Chandigarh store. 	Reduced waste which resulted into economising of costs to large extent.

Sr.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
		<ul style="list-style-type: none"> Eliminated dedicated in-store toilets in new and renovated stores smaller than 25,000 sq. ft., utilising common mall facilities. Minimised renovation works by retaining over 90% of false ceilings and all services above them. Utilised environmentally friendly alternatives in store planning and maintenance practices. Implemented the use of 100% recyclable corn-based paper bags for packaging. Registered as a brand owner on the EPR portal of the Central Pollution Control Board, engaging a CPCB Registered Plastic Waste Processor for collecting and disposing of plastic waste, resulting in the recycling of 1,108 MT of plastic waste. Received merchandise in 100% recyclable cartons, reused for product replenishment and recycled at the end of their lifespan. Utilised sustainable fabrics such as Bamboo Cotton, Linen, and recycled plastic waste in garment production, reducing waste and cutting costs significantly. Installed energy-efficient hi-lumen LED lighting in all new stores. 	
2.	Energy efficient	<ul style="list-style-type: none"> Implemented high-lumen LED lighting across all new and renovated stores, reducing the need for approximately 20% fewer light fixtures. Introduced standardised fixtures for all categories in over 19 new and renovated stores to prevent fixture scrapping caused by frequent brand changes. 	This led to a decrease in electricity consumption, resulting in cost savings.
3.	Sustainable procurement	<ul style="list-style-type: none"> Procured 2,27,500 units made from alternate, natural/sustainable/recycled fabric from vendors. 	This led to savings in emissions.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link:

The Company has implemented Business Continuity Management Systems (BCMS) policies to address risks to business continuity. Additionally, continuity risks have been reduced through the adoption of new software deployed on cloud platforms. Technological solutions have been updated to mitigate continuity risks effectively. The BCMS systems and processes involve analysing specific risk scenarios and documenting dependencies on systems, personnel, and third-party vendor personnel. These policies and programs enhance resilience and preparedness for business continuity challenges stemming from unforeseen disasters or risks. Major risks, including continuity risks, are regularly reviewed.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:

The Company, operating within the retail industry, evaluates environmental impact across various stages, encompassing design, manufacturing (via external vendors), inventory management, and waste disposal. The goal is to achieve a sustainable product life cycle by minimising environmental impact at each stage.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact:

None



PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1. a) Number of affiliations with trade and industry chambers/associations:

5

b) List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to:

Sr.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Retailers Association of India	National
2.	Confederation of Indian Industry (CII)	National
3.	Intercontinental Group of departmental stores (IGDS)	International
4.	IFF (Images Multimedia Pvt. Ltd)	National
5.	FICCI	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities:

Name of Authority	Brief of the case	Corrective action taken
No issues reported		

Leadership Indicators

1. Details of public policy positions advocated by the entity Your Company, situated in the retail sector, assesses environmental implications throughout multiple phases, including design, manufacturing (outsourced to external vendors), inventory control, and waste management. The objective is to attain a sustainable product life cycle by reducing environmental impact at every step:

The Company's representatives participate on various discussion include advocacy pursued by such industry boards such as TRAINN/RAI. The advocacy of such bodies is a collective effort to communicate with key stakeholders on the viewpoint of industry.

Sr.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/Half yearly/Quarterly/ Other-please specify)	Web Link, if available
NIL	NIL	NIL	NIL	NIL	NIL

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.**Essential Indicators**

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes/No)	Resulted communicated in public domain	Relevant Web Link
NIL	NIL	NIL	NIL	NIL	NIL

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**

Sr.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	Percentage of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
NIL	NIL	NIL	NIL	NIL	NIL	NIL

We have not undertaken any Rehabilitation and Resettlement (R&R) as none of our activities have direct / indirect impact that required R&R.

3. **Describe the mechanisms to receive and redress grievances of the community:**

NIL

4. **Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/Small producers	12.60%	12.70%
Directly from within India	NA	NA

5. **Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as percentage of total wage cost**

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	NA	NA
Semi-urban	15.66%	15.16%
Urban	12.09%	12.10%
Metropolitan	72.26%	72.74%

(Place is categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Not Applicable

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

Sr.	State	Aspirational District	Amount Spent in ₹
NA	NA	NA	NA



3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

No. However, our Company does work with MSME vendors.

- (b) From which marginalised/vulnerable groups do you procure?

MSME vendors

- (c) What percentage of total procurement (by value) does it constitute?

NIL

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

No such intellectual properties were owned or acquired during the year.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:

Not applicable.

6. Details of beneficiaries of CSR Projects:

Sr.	CSR Project	No. of persons benefited from CSR Projects	Percentage of beneficiaries from vulnerable and marginalised group
NA	NA	NA	NA

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner.**Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:**

The Company provides customers with a customer care hotline, email address, and website where they can log and register their inquiries, feedback, or complaints.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information:

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	Currently, the Company has negligible percentage of total turnover. 100% of products contain instructions for safe and responsible usage.
Safe and responsible usage	100% of packaging material carry a message for safe disposal
Recycling and/or safe disposal	

3. Number of consumer complaints

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cybersecurity	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Others	10,972	0	NIL	1,53,505	6	NIL

4. Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	NIL	NIL
Forced recalls	NIL	NIL

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy:

Yes, the Company has a privacy policy in place for the online consumers and its first citizen members which can be accessed at <https://www.shoppersstop.com/privacy>.

The Company also has an in-house policy which is available on HRMS Portal.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services:

The Company is continuously striving to enhance its products and delivery services. Every consumer complaint undergoes thorough analysis, and appropriate measures are implemented to enhance both products and delivery processes. Currently, no corrective actions are being taken or planned.

7. Provide the following information relating to data breaches:**a. Number of instances of data breaches**

NIL

b. Percentage of data breaches involving personally identifiable information of customers

NIL

c. Impact, if any, of the data breaches

NIL



Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available):

Information regarding all products offered by the Company is accessible on its website, <https://www.shoppersstop.com/>. Additionally, the Company actively utilises various social media and digital platforms to distribute information about its products.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services:

The Company educates consumers by presenting product information through labels attached to products. Moreover, relevant information is also featured on the Company's website and app.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services:

Not Applicable

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, the Company provides all necessary product details regarding features and safe usage, often going beyond what local laws require.