

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- 1 Corporate Identity Number** : L52100MH2011PLC212866
(CIN) of the Listed Entity :
- 2. Name of the Listed Entity** : PRAXIS HOME RETAIL LIMITED
- 3. Year of incorporation** : 2011
- 4. Registered office address** : iThink Techno Campus, Jolly Board Tower-D, Ground Floor, Kanjurmarg (East), Mumbai – 400042.
- 5. Corporate address** : iThink Techno Campus, Jolly Board Tower-D, Ground Floor, Kanjurmarg (East), Mumbai – 400042.
- 6. E-mail** : investorrelations@praxisretail.in
- 7. Telephone** : 022-68824900
- 8. Website** : www.praxisretail.in
- 9. Financial year for which reporting is being done** : March 31, 2022
- 10. Name of the Stock Exchange(s) where shares are listed** : (i) BSE Limited (BSE)
(ii) National Stock Exchange of India Limited (NSE)
- 11. Paid-up Capital** : ₹ 43,95,40,560/-
- 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report** : Ms. Smita Chowdhury Company Secretary & Compliance Officer
Tel: 022-68824900
e-mail: investorrelations@praxisretail.in
- 13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).** : Standalone

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Retail Trade, except of motor vehicles and motor cycles	Retail business of marketing and selling of furniture, home décor, modular kitchen, customized design and build projects, home fashion and home improvement products through its retail stores situated across India and through eCommerce portal website www.hometown.in	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Furniture	47	62.1
2	Homeware		29.9
3	Electronics		1.2
4	Modular Kitchens		4.4
5	Home Improvement		0.9
6	Design & Build		1.3
7	Others		0.2
	Total		100

III. Operations**16. Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of Stores ¹	Number of offices	Total
National	43	1	44
International ²	-	-	-

¹ The Company has retail outlets and does not undertake any manufacturing activity.

² The Company does not have international offices.

17. Markets served by the entity:**a. Number of locations**

Locations	Number
National (No. of States)	17
International (No. of Countries) ²	-

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: Retail customers including household(s) across all age groups and institutions

IV. Employees**18. Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1474	1295	87.86%	179	12.14%
2.	Other than Permanent (E)	48	41	85.42%	7	14.58%
3.	Total employees (D + E)	1522	1336	87.78%	186	12.22%

WORKERS : The Company is not into the business of manufacturing activity and hence not required to employ any workers.

b. Differently abled Employees and workers: During the Financial Year 2021-22, the Company did not have any differently abled employees or workers. However, the Company believes in equitable opportunity for all, hence is always open to hiring such people.

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	2	28.57
Key Management Personnel (KMP)	4	1	25

During the Financial Year 2021-22, amongst the two female independent directors, one of them had resigned and the other was appointed. Also out of 4 KMPs, one KMP was re-designated as non-KMP, and another CEO-KMP had resigned.

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (Actual no.)	407	75	482	337	97	434	475	136	611
%	31.43	41.90	32.70	23.16	50.52	26.35	27.38	49.10	30.37
Permanent Workers	The Company is not into the business of manufacturing activity and hence not required to employ any workers.								

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures*

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% 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)
-	-	-	-	-

** Future Corporate Resource Private Limited (FCRPL) ceased to be a holding company of the reporting company w.e.f. October 12, 2021 post the allotment of equity shares issued under Rights basis to all its eligible shareholders. Prior to Rights Issue, FCRPL held 1,87,58,029 equity shares aggregating to 59.16%. Post allotment under Rights basis, FCRPL holds 1,89,98,654 equity shares aggregating to 25.23%.

VI. CSR Details**22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)****(ii) Turnover (in ₹) :** ₹ 4,81,03,67,935.68 (incl. Other Income)**(iii) Net worth (in ₹) :** ₹ -80,22,05,522**VII. Transparency and Disclosures Compliances****23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) <i>(If Yes, then provide web-link for grievance redress policy)</i>	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	—	—	—	—	—	—	—
Investors (other than shareholders)	—	—	—	—	—	—	—
Shareholders	investorrelations@praxisretail.in	8	0	—	0	0	—
Employees and workers	aapkiaawaaz@praxisretail.in ; http://www.praxisretail.in/assets/download/Vigil-Mechanism-and-Whistle-Blower-Policy.pdf	—	—	—	—	—	—
Customers	care@hometown.in	34,753	853	**Eventually resolved	51,904	746	**Eventually resolved
Value Chain Partners	—	—	—	—	—	—	—
Other (please specify)	—	—	—	—	—	—	—

*The Company is not into the business of manufacturing activity and hence not required to employ any workers.

** The number of customer complaints / queries of the previous year as in Financial Year 2020-21 were owing to the COVID-19 pandemic, as our offices and stores were intermittently closed. For the Financial Year 2021-22 the complaints / queries were with respect to the significant increase in the online business, which is now on track.

24. Overview of the entity's material responsible business conduct issue Indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications:

The Company always thrives to provide goods and services that are safe and sustainable throughout their lifecycle. Any material issues with respect to environmental and social matters involving risk, if any shall be dealt with high priority.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Principle 1 (P1)	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	https://www.praxisretail.in/assets/download/1-Policy-on-Ethics-Transparency-and-Accountability.pdf
Principle 2 (P2)	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	https://www.praxisretail.in/assets/download/2-Policy-on-Product-Stewardship.pdf
Principle 3 (P3)	Businesses should promote the well-being of all employees.	<ul style="list-style-type: none"> a) https://www.praxisretail.in/assets/download/3-(a)-Policy-on-Well-being-of-Employees.pdf b) https://www.praxisretail.in/assets/download/3-(b)-Bereavement-Leave-Policy.pdf c) https://www.praxisretail.in/assets/download/3-(c)-My-Day-Policy.pdf d) https://www.praxisretail.in/assets/download/3-(d)-Prevention-of-Sexual-Harassment-Policy.pdf
Principle 4 (P4)	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.	https://www.praxisretail.in/assets/download/4-Policy-on-Stakeholder-Engagement.pdf
Principle 5 (P5)	Businesses should respect and promote human rights.	https://www.praxisretail.in/assets/download/5-Policy-on-Human-Rights.pdf

Principle 6 (P6)	Businesses should respect, protect and make efforts to restore the environment.	a) https://www.praxisretail.in/assets/download/6-(a)-Environment-Care-Policy.pdf b) https://www.praxisretail.in/assets/download/6-(b)-Policy-on-Safety-and-Health.pdf
Principle 7 (P7)	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.	https://www.praxisretail.in/assets/download/7-Policy-on-Influencing-Public-and-Regulatory-Policy.pdf
Principle 8 (P8)	Businesses should support inclusive growth and equitable development.	https://www.praxisretail.in/assets/download/8-CSR_Policy.pdf
Principle 9 (P9)	Businesses should engage with and provide value to their customers and consumers in a responsible manner.	https://www.praxisretail.in/assets/download/9-Policy-on-Delivering-Value-to-Customers-and-Consumer.pdf

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	www.praxisretail.in/policies.html								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	N	N	N	N	N	N	N	N	N
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Collective efforts are taken by the Company and its stakeholders to adopt the policies to ensure a sustainable existence for all.								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:

The Company as a corporate understands its responsibility towards the social and environment issues. The Company is not engaged into any manufacturing activity and not in the business of products falling into essential category but always demonstrates responsible procurement in sourcing of products that meet the aspirational needs of our customers. Considering the fact that million of metric tons of non-biodegradable waste going into the seas and harming our marine life, the Company endeavors to create minimum environmental impact by and through its products and its packaging etc. To ensure sustainable development and co-existence and conclusive growth of all, sourcing of its products through local shops and vendors, and procure hand woven cotton bags by women entrepreneurs from small cities, towns etc.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). Managing Director

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. Yes.

The Directors and Senior Management Team monitors various aspects of Social, Environmental & Governance responsibilities of the Company on a continuous basis.

The Company's business responsibility performance is reviewed by the Board of Directors on an annual basis.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	As a practice, BR policies of the Company are reviewed periodically or on a need basis by Senior Leadership Team and Executive Directors. During this assessment, the efficacy of the policies are reviewed and necessary changes to polices & procedures are implemented.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in compliance with the existing regulations as applicable.																	
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.	The policies are reviewed by the Senior Management Team and amended periodically. The risks factors - existing and potential, both are periodically reviewed by the Internal Auditors and placed before the Board of Directors.																	

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)	All principles are covered by its respective Policies.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)					-				
It is planned to be done in the next financial year (Yes/No)					-				
Any other reason (please specify)					-				

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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 Principles during the financial year –

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel	During the year, the Board of Directors and Key Managerial Personnel spent considerable time on various updates comprising of matters relating to business, regulatory, economy and environmental, social and governance.		
Employees other than BoD and KMPs	20	Topics addressed were: <ol style="list-style-type: none"> 1. Ethics, transparency and Accountability 2. Well-being of Employees 3. Customer Relations 4. Product learning modules 5. New product launch 	90%

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 Financial Year 2021-22,:

The Company had voluntarily applied for settlement for a delayed intimation dated March 1, 2021 to BSE and NSE about the Order dated August 5, 2020 passed by Hon'ble Mumbai Bench of National Company Law Tribunal, (NCLT) in the matter of petition filed under section 9 of Insolvency and Bankruptcy Code, 2016 ("IBC") by an Operational Creditor, M/s. Profile Interiors. The Company vide this settlement application filed with SEBI, and Internal Committee meeting held on October 08, 2021 had proposed to pay ₹ 20,25,000/- (Rupees Twenty Lakh and Twenty Five Thousand only) as settlement amount, which was examined by the independent High Powered Advisory Committee (HPAC) and SEBI in principle agreed to accept the terms of the settlement and settle the matter upon payment of ₹ 20,25,000/- (Rupees Twenty Lakh and Twenty Five Thousand only) as settlement amount, which was paid by the Company within the time period specified.

3. Details 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.

Yes, Policy on Ethics, Transparency and Accountability restricts the employees of the Company from corruption and bribery practices. The Company has also adopted a Vigil Mechanism and Whistle Blower Policy that provide a formal mechanism to the Directors, employees and other external stakeholders to report their concerns about unethical behaviour, actual or suspected fraud or violation of the Company's Code of Conduct. The Policy provides for adequate safeguards against victimisation of employees who avail of the mechanism.

The Vigil Mechanism and Whistleblower Policy ensures that strict confidentiality is maintained in such cases and no unfair treatment is meted out to a Whistleblower.

The Ethics, Transparency and Accountability and Vigil Mechanism and Whistle Blower Policy as adopted by the Company is available on the Company's website at <https://www.praxisretail.in/assets/download/1-Policy-on-Ethics-Transparency-and-Accountability.pdf> and <https://www.praxisretail.in/assets/download/Vigil-Mechanism-and-Whistle-Blower-Policy.pdf>

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

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

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners)
2	P4: Training and Engagement program for fitters and Last Mile Delivery/Customer Delivery Associate team across India	98.35%
	P9: Call centre agents training on script, call centre process and customer grievance handling	82.76%

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.

- 1) Yes, every Director of the Company discloses his concern or interest in any Company or Companies or bodies corporate, firms, or other association of individuals and any change therein, at the first Board Meeting in which he participates and thereafter at the first Board Meeting held in every financial year or whenever there is any change in the disclosures already made, then at the first Board meeting held after such change, which includes the shareholding, in such manner as prescribed.
- 2) Further every Director of the Company who is in any way, whether directly or indirectly, concerned or interested in a contract or arrangement entered into or to be entered into:
 - (a) With a body corporate in which such Director or such Director in association with any other Director, holds more than two percent shareholding of that body corporate or is a Promoter, Manager, Chief Executive Officer of that body corporate or;
 - (b) With a firm or other entity in which, such Director is a Partner, Owner or Member, as the case may be, discloses the nature of his concern or interest at the meeting of the board in which the contract or arrangement is discussed and does not participate in such meetings.

The details of the aforesaid transactions are also entered into a register prescribed for the purpose under the Companies Act, 2013 and placed before the board for noting.

- 3) Every director of the company discloses his material interest, if any, directly or indirectly, or on behalf of the third parties, in any transaction or matter directly affecting the company at the beginning of every year.

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 into any manufacturing activity, No R&D and Capital Expenditure investments were made.

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

Yes. The Company sources sustainable products under its HomeFashion category with sustainable raw materials like cotton and jute linen. Also, sources products such as river grass organizers, and other natural fabrics.

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

Approximately 22 % of total volume of inputs (Homeware Category) were sourced sustainably.

Note: % include sustainable and recyclable products

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for

Since the Company is into retail business, the Company demonstrates responsible procurement in sourcing of sustainable products, and has stepped up the robust initiatives and measures to comply with the provisions of Plastic Waste Management (Amendment) Rules, 2018.

Further, the Company endeavors to ensure that the suppliers adhere to our brand based sustainability targets for responsible supply chain fulfillments.

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.

Not Applicable

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?

Since the Company is not into manufacturing its business activities has nil or minimum impact on environment aspects. However, the Company is diligent on the matter, and would promptly consider / execute the control over the same if its business activities would in any way impact the environment, in future.

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.

Name of the Product / Service	Description of the risk / concern	Action Taken
Electricity used in the stores & offices	Carbon emissions	Implementation of HVAC efficiency

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).

0.93% of recycled or reused input material was used for the Company's retail business.

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:

Since the Company is not into manufacturing its business activities has nil or minimum impact on environment aspects, there is nil or negligible information which are not measurable.

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

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	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,295	1,295	100	NA	-	NA	NA	530	40.93	NA	-
Female	179	179	100	NA	-	88	49.16	NA	NA	NA	-
Total	1,474	1,474	100.00	NA	-	88	5.97	530	35.96	NA	-
Other than Permanent employees[#]											
Male	41	-	-	-	-	-	-	-	-	-	-
Female	7	-	-	-	-	-	-	-	-	-	-
Total	48	-	-	-	-	-	-	-	-	-	-

* Accident insurance is covered under Health insurance policy.

Other than permanent employees are hired through third party resources and above benefits are provided by their respective employees

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

The Company is not into the business of manufacturing activity and hence not required to employ any workers.

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

Benefits	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	-	Y	100	-	Y
Gratuity	37.87	-	NA	31.05	-	NA
ESI	46.27	-	Y	59.21	-	Y
Others - please specify	-	-	-	-	-	-

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.

Not applicable. However, Most of the offices/ workplace are well equipped for accessibility to differently abled persons.

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 believes in equal opportunity for all its employees, wherein the Company is committed to providing an inclusive work culture and an environment free from any discrimination. The Company at present do not have any policy as per the Rights of Persons with Disabilities Act, 2016, however, may adopt the same in future.

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

The Company is determined as per its retention policy to retain its talented work force.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	62	62	-	-
Female	6	5	-	-
Total	68	100	-	-

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

The Company has always believed in open and transparent communication. Employees are encouraged to share their concerns with their HODs, HR or the members of the Senior Leadership Team. The employees of the Company, irrespective of his/her hierarchy have access to the Leadership Team.

The Company also educate its employees on the prevention of sexual harassment at the workplace through awareness programmes.

The employee can raise their concern:

- i. A formal letter to any member of Internal Complaints Committee (ICC)
- ii. Aap Ki Aawaaz Phone Number/Hotline-022-68824900
- iii. Dedicated email address posh@praxisretail.in and ethicsofficer@praxisretail.in

During the reporting period, no such case was reported.

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

The Company does not have any employee associations. The Company, however, recognises the right to freedom of association.

8. Details of training given to employees and workers:

Category	FY 2021-22 Current Financial Year					FY 2020-21 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	1336	1,246	93.26	524	39.22	1531	1425	93.08	1293	84.45
Female	186	148	79.57	93	50.00	204	159	77.94	176	86.27
Total	1,522	1,394	91.59	617	40.54	1735	1,584	91.30	1469	84.67

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

All employees are a part of the annual appraisal program wherein the yearly performances are measured on the basis of self-rating by the employees and their assessment by the reporting managers.

Further, during the year following training programs were also conducted for the existing top leadership and the aspiring ones to the top positions in the Company:

Training Programme	Details	Top leadership(s) covered	No. of participants
Emerging Leaders Program	Talent transformation program at the senior manager level, for identifying and grooming next level leaders in the organisation.	Corporate and Regional Heads	19
Accelerate your leadership Potential Program	The head of departments and Regional Heads intervention to coach and groom them as business heads capable of handling business like an entrepreneur.	Regional Heads and Department Heads	9

10. Health and safety management system:

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

Due to the nature of the work, there are no critical Occupational Health and Safety (OH&S) risks. The Company has a policy on Health and Safety for its employees available on the Company's website at [https://www.praxisretail.in/assets/download/6-\(b\)-Policy-on-Safety-and-Health.pdf](https://www.praxisretail.in/assets/download/6-(b)-Policy-on-Safety-and-Health.pdf)

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

Since the Company is not into manufacturing activity, there are no occupational health hazards, however the Company conducts audit to keep a control on the check points with respect to safety of employees at workplace.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Employees are trained to report unsafe conditions to their reporting managers.

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

Yes. All employees of the Company have access to non-occupational medical and healthcare services. The below policies have been formulated for the betterment of all employees.

- Group Personal Accident Policy
- Medclaim Insurance Policy
- Critical Illness Policy
- Group Term Life Insurance Policy
- Contingency Loan Policy (For Medical Emergencies only on case to case basis)

There are some employees covered under ESI. Details are mentioned in Principle No. 3 above.

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

Safety Incident/Number	Category	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries			
No. of fatalities			
High consequence work-related injury or ill-health (excluding fatalities)			

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

The Company provides a systematic way to ensure a safe and healthy workplace for all employees

Key measures taken includes –

- a. Education on Health and Safety at workplace
- b. Training on Disaster Management measures such as Fire Mock Drill etc.

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

	FY 2021-22 (Current Financial Year)			FY 2020-21 (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	–	–	No Complaints were received	–	–	No Complaints were received
Health & Safety	–	–		–	–	

*Not Applicable

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	All the stores are periodically assessed.
Working Conditions	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.

The employees are not exposed to any kind of significant risk or concern at workplace.

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).**

Yes, employees are covered under Life Insurance.

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 engages with only those suppliers and value chain partners who comply with the country's Statutory requirements, any non-adherence to the statutory compliance which comes to the knowledge of the Company is viewed very seriously.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

No such incident was reported by any of the employee.

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)

Skill development and on job training have always been a part of the Company' HR policy. Ample opportunities and exposures are given to the identified competent talents across hierarchy levels.

5. Details on assessment of value chain partners:

Not Applicable

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.

The Company has not so far received any report of significant risk / concern due to nil or minimum exposure to health hazards.

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.

Internal and external group of stakeholders have been identified. Presently the given stakeholder groups have the immediate impact on the operations and working of the company. This includes Employees, Shareholders & Investors, Customers, Communities and Vendors.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Websites)	Frequency of engagement (Annually / Half yearly/ Quarterly)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Emails / meetings	Annual and as and when required	To maintain employer – employee connect
Vendors	No	Emails / meetings	As and when required	Business
Customers	No	SMS/ Website Emails /meetings	Ongoing	Customer Satisfaction / resolution
Shareholders & Investors	No	meetings	Annual	Requests / Resolution

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 has always maintained that a constant and proactive engagement with our key stakeholders enables the Company to better communicate its strategies and performance.

A continuous connect enables aligning of expectations, thereby helping the Company to serve its stakeholders better. The Board is periodically reported on various developments and their deliberation / advice is sought upon.

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.

The Company has still not sought any such consultation.

The Company recognises that it is still in a 'learning phase' on various evolving aspects of ESG and hence stakeholder interactions are important.

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

CSR activity is not applicable to the Company, but however the Company actively participates in the CSR activities organized at the group level. Kindly refer to the Corporate Social Responsibility Report given separately in Annual Report.

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 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees / workersm covered (D)	% (D / C)
Employees						
Permanent	1474	341	23%	1647	173	11%
Other than permanent	48	0	0%	88	0	0%
Total Employees	1522	341	22%	1735	173	10%

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

Category	FY 2021-22 Current Financial Year					FY 2020-21 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)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	1295	789	60.93	506	39.07	1455	865	59.45	590	40.55
Female	179	83	46.37	96	53.63	192	85	44.27	107	55.73
Other than permanent										
Male	The off-roll employees are on contract basis, and hence their salaries are paid through third parties.									
Female										
Workers	Not Applicable, as the Company is not into manufacturing activity									

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4*	4,80,000	3*	2,10,000
Key Managerial Personnel (KMP)	3	26,64,260	1	15,02,500
Employees other than BoD and KMP ^	1,291	2,42,804	178	2,20,316

*Board of Directors include 3 male and 3 female non-executive directors whose counts are excluded in the total employees' count.

^ For calculation purpose employees joined and resigned during the year were included.

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

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

The Company has a HR department which addresses to human rights related issues or concerns. Dedicated email ids such as aapkiaawaaz@praxisretail.in, and email id Chief Ethics Officer heads as part of Vigil Mechanism and whistle blower policy have been created where employees and other stakeholders can raise their concerns / issues. Periodic review of the same is done by the Audit Committee

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

	FY 2021-22 Current Financial Year			FY 2020-21 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	Nil	Nil		Nil	Nil	
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Not Applicable					
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

Company has constituted a dedicated Internal Complaints Committee (ICC) which is composed of members from cross functional leadership, which independent decisions and actions as per Prevention of Sexual Harassment at Workplace Act 2013.

A dedicated email id with specific access to the Audit Committee chairperson has been provide to receive Whistle Blower complaints, if any and is made a part of the quarterly periodic reviews by the members of Audit Committee.

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

The Company endeavors to cover the human rights requirements in its business agreements and contracts.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company is in compliance with the laws, as and where applicable.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. 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.

So far the Company has not received any grievance / complaints with respect to human rights. However, the Company is committed to modify and adopt business process to redress the issues.

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

Various mechanism and policies with respect to Human rights are in place for redressal. The Company follows zero tolerance to child, forced or compulsory labour.

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?

Yes all stores and offices

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company's code of conduct covers the policy on Human Rights and the value chain partners are required to adhere to the same.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

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

So far, the Company has not received any complaint in the matter, hence no corrective action was taken.

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 2021-22 (Current Financial Year)*	FY 2020-21 (Previous Financial Year)*
Total electricity consumption (A)	61,55,151.39 units	50,00,474.00 units
Total fuel consumption (B)	—	—
Energy consumption through other sources (C)	—	—
Total energy consumption (A+B+C)	61,55,151.39 units	50,00,474.00 units
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.0015431 units	0.0015971 units
Energy intensity (optional) – the relevant metric may be selected by the entity	—	—

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.

No

*Figures are not comparable with previous year owing to the pandemic, Office / Stores were intermittently closed.

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's usage of water is primarily restricted to human consumption purposes only. Efforts have been made to ensure that water is consumed judiciously in the office premises. Sensor taps are installed in office washrooms to economise on water consumption. The Company ensures that the domestic waste (sewage) from offices and Stores are not let into water bodies.

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

Not Applicable

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

Parameter	Please specify unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
NOx	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical fixtures in stores and offices.		
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please specify			

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.

No

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

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

The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical fixtures in stores and offices.

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

Not Applicable

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Not Applicable	Not Applicable
E-waste (B)	Not Applicable	Not Applicable
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	Not Applicable	Not Applicable
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) It includes Cardboard Carton	94,738 kgs	65,204 kgs
Total (A+B + C + D + E + F + G + H)	94,738 kgs	65,204 kgs

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste		
(i) Recycled	Not Applicable	
(ii) Re-used		
(iii) Other recovery operations		
Total		

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste		
(i) Incineration	None	None
(ii) Landfilling	None	None
(iii) Other disposal operations	None	None
Total		

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.

No

9. 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 products and processes and the practices adopted to manage such wastes.

The Company is not into manufacturing industry and hence there is no usage/disposal of hazardous and toxic chemicals. However, the Company follows an organised waste management practice through local scrap vendors who reuse, recycle and up-cycle the waste with minimum disposal in the environment. Approximately 22% of the total products sourced are sustainable and recyclable.

10. 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

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

Not Applicable

12. 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. The Company is in compliance with applicable environment regulations.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2021-22 (Current Financial Year)*	FY 2020-21 (Previous Financial Year)*
From renewable sources		
Total electricity consumption (A)	—	—
Total fuel consumption (B)	—	—
Energy consumption through other sources (C)	—	—
Total energy consumed from renewable sources (A+B+C)		
From non-renewable sources		
Total electricity consumption (D)	61,55,151.39 units	50,00,474.00 units
Total fuel consumption (E)	—	—
Energy consumption through other sources (F)	—	—
Total energy consumed from non-renewable sources (D+E+F)	61,55,151.39 units	50,00,474.00 units

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.

No

*Figures are not comparable with previous year owing to the pandemic, Office / Stores were intermittently closed.

2. Provide the following details related to water discharged:

Not Applicable

3. 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

- (ii) Nature of operations

- (iii) Water withdrawal, consumption and discharge in the following format:

Not Applicable

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

Not Applicable

5. 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

6. 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: None

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

The Company follows a standard operating procedure to ensure business continuity and disaster management by training of employees by conducting mock drill and adopting awareness programs on disaster management to protect human life and property at times of emergencies / accidents etc. During the pandemic era, the Company adopted the means of communication to its employees educating them about safety and precautionary measures to be taken to protect themselves and their families.

The Company's employees and products in stores and warehouses are appropriately insured to support the employees in case of untoward events and minimize the financial losses to the Company due to events beyond control of the Company. The Company's senior periodically review / amend the aforesaid procedures to accommodate the change in business practices and / or regulatory requirements.

8. 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 is engaged in retailing furniture & other homeware products. In this process, it evaluates environmental impact in stages of design, manufacture (through external vendors), management of inventory and disposal. The Company intends to achieve minimal environmental impact at each of these stages to ensure a sustainable product life cycle.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

For the reporting period, no assessment has been done.

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.** – The Company had no such affiliations for the period under review.
- 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.** – Not Applicable
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.**

Not Applicable

Leadership Indicators

1. **Details of public policy positions advocated by the entity :** Not Applicable

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.** – Not Applicable
2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:** Not Applicable

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

The Company has processes in place to receive and redress concerns/grievances received from the employees and other stakeholders. (Please refer details in Principle 3).

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Directly sourced from MSMEs/ small producers	29%	24%
Sourced directly from within the district and neighbouring districts	Not Applicable	Not Applicable

Leadership Indicators

- 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
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:** Not Applicable
- Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)**
No
 - From which marginalised /vulnerable groups do you procure?**
Not Applicable
 - What percentage of total procurement (by value) does it constitute?**
Not Applicable
- 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:**
Not Applicable
- 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
- Details of beneficiaries of CSR Projects:**
Not Applicable. Refer **Annexure III** of Board Report forming part of this Annual Report.

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company uses CRM system for providing proactive service and communication to the customer. There are various channels available for the customer to connect with the Company which is tracked through CRM. Any service or product performance/deficiencies trends through store and online interfaces are mapped on database in CRM systems and taken up for necessary action by concerned team members. Customers are updated about the actions taken and the customer service team ensures that necessary actions are being taken for the service requests/grievances.

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

The Company's products do carry above information, however during the reporting period, the required information was not documented.

3. Number of consumer complaints in respect of the following:

	FY 2021-22 (Current Financial Year)		Remarks	FY 2020-21 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy			NIL			
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other#	34753	853	Eventually resolved	51904	746	Eventually resolved

The number of customer complaints / queries of the previous year as in Financial Year 2020-21 were owing to the COVID-19 pandemic, as our offices and stores were intermittently closed. For the Financial Year 2021-22 the complaints / queries were with respect to the significant increase in the online business, which is now on track.

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

There was no such instance.

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.

No. All agreements of service providers where cyber security and risks related to data privacy is involved either have a Non-Disclosure and confidentiality clause or is accompanied with a separate Non-Disclosure Agreement.

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 has so far not received any report on cyber security and data privacy issues with respect to customers; nor instances of product recalls due to safety issues ; neither has been imposed upon any penalty / action taken by regulatory authorities on safety of products / services

Leadership Indicators

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

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

The terms and conditions forming a part of the Purchase Order has all the care instructions about safe and responsible usage of the Company products, the information is also available on the Company's website: www.hometown.in

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 displays all requisite production formation on the product standard of Legal Metrology act 2009, Legal Metrology Packaged Commodities Rules, 2011, Legal Metrology (Numeration) Rules, 2011 and its amendments thereof and any allied act or rules.

Customers' surveys, customer data analytics and other customer research were carried out during the year, based on the business need.

5. Provide the following information relating to data breaches:**a. Number of instances of data breaches along-with impact****b. Percentage of data breaches involving personally identifiable information of customers**

There were no such instances of data breaches during the year.

Disclaimer with respect to BRSR:

- 1. As on March 31, 2022, the Company does not fall within top 1000 Listed entities as per Market Capitalization.**
- 2. The Company is committed towards sustainable existence for one and all and in order to ensure this the Company shall endeavor to initiate the robust procedures as per the requirements of BRSR in the forthcoming years.**