

18<sup>th</sup> May 2024

To Listing Department The National Stock Exchange of India Limited Exchange Plaza, Bandra-Kurla Complex, Bandra (East), Mumbai 400051 Symbol: TRENT	To Listing Department BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400001 Scrip Code: 500251
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Dear Sir / Madam,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2023-24.

The BRSR Report is also available on the Company's website at [www.trentlimited.com](http://www.trentlimited.com) as a part of the Annual Report.

Thanking you,  
**For Trent Limited**

**Krupa Anandpara**  
**Company Secretary**  
**Membership No.: A16536**

Encl: As above

# Business Responsibility & Sustainability Report

for the year 2023-24

The Tata Group's culture inherently embraces sustainability as a foundational value that is embedded in the strategic plans and operations of each of its companies. As a part of the Group, the Company is equally committed towards this front and strives to create enduring impacts on the environmental, social, and economic ecosystems that sustain our business and maximize value creation for all its stakeholders.

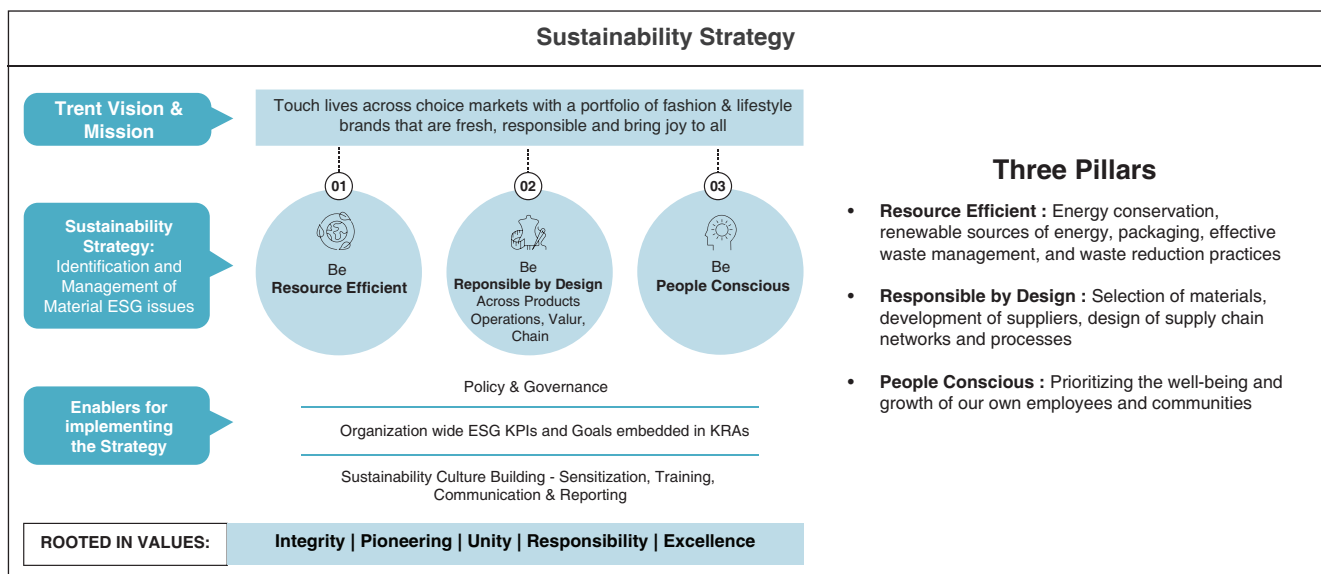
While we place a strong emphasis on expanding our brand presence to meet evolving customer needs, we are responsible as both an employer and market player. Our commitment to nurturing a diverse portfolio of growth initiatives is reflected through our efforts to establish responsible practices across the value chain. We aim to develop a compelling portfolio of lifestyle brands, prioritizing responsible growth to meet the demands of the market.

Building upon insights gained from stakeholder engagements and materiality assessments, we have formulated a Sustainability strategy to guide our operations in the coming years. Our strategy is anchored in our overarching vision: **Touch lives across choice markets with a portfolio of fashion & lifestyle brands that are fresh, responsible and bring joy to all.** This vision propels us towards a future where sustainability forms an inherent part of everything we do, shaping our operations and driving positive impact across the value chain.

This strategy is underpinned by three strategic ESG pillars, namely, **Be Resource Efficient, Be Responsible by Design and Be People Conscious.** Each of these pillars addresses key material issues identified by the business and its stakeholders.

Under these three pillars, we delve into forays of energy management, emission reductions, waste management, principles of circularity, as well as social considerations such as People Well-Being, Diversity & Inclusion, and Community development to name a few. Notably, beyond our own operations, these initiatives are spread across our value chain through regular engagements and assessments. These pillars serve as guiding principles for our operations and business practices, ensuring that our efforts are directed towards creating long-term value for the business and its stakeholders.

Our Sustainability agenda is driven by the Company through an internal Sustainability team consisting of cross-functional expertise under the oversight of the Corporate Social Responsibility and Sustainability (CSR&S) Committee and the Board. The Risk Management Committee oversees our ESG risks and mitigation actions. Compliance is followed in letter and spirit integrating the Tata Code of Conduct into every facet of the business.



# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details

1.	<b>Corporate Identity Number (CIN) of the Listed Entity:</b>	L24240MH1952PLC008951
2.	<b>Name of the Listed Entity:</b>	Trent Limited
3.	<b>Year of incorporation:</b>	1952
4.	<b>Registered office address:</b>	Bombay House, 24, Homi Modi Street, Fort, Mumbai - 400001 Maharashtra, India
5.	<b>Corporate address:</b>	Trent House, G - Block, Plot No.C-60, Bandra Kurla Complex, Bandra (East), Mumbai – 400051, Maharashtra, India
6.	<b>E-mail:</b>	<a href="mailto:investor.relations@trent-tata.com">investor.relations@trent-tata.com</a>
7.	<b>Telephone:</b>	022-6700 8090 / 022-6665 8282
8.	<b>Website:</b>	<a href="http://www.trentlimited.com">www.trentlimited.com</a>
9.	<b>Financial year for which reporting is being done:</b>	2023-24
10.	<b>Name of the Stock Exchange(s) where shares are listed:</b>	BSE Limited and National Stock Exchange of India Limited
11.	<b>Paid-up Capital:</b>	₹ 35.55 Crore
12.	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report:</b>	Name: Ms. Krupa Anandpara Tel: 022-67008090 Email: <a href="mailto:krupa.anandpara@trent-tata.com">krupa.anandpara@trent-tata.com</a>
13.	<b>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):</b>	The Environmental, Social and Governance disclosures made in this Report are on a standalone basis
14.	<b>Name of assurance provider:</b>	BDO India LLP
15.	<b>Type of assurance obtained:</b>	Reasonable, as mandated by the Securities and Exchange Board of India

### II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Retail Sales - Through Physical and Online	Apparel	85.33
		Non-Apparel	14.67

#### 17. 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	Retail Sale of Readymade Garments etc.	47711	95.86

### III. Operations

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

Location	Number of plants	Number of offices	Total
<b>National</b>	811 stores* (178 cities)	27 offices (9 cities) (includes Sourcing offices, Distribution Centers, Corporate offices)	838 (178 cities)
<b>International**</b>	NIL	NIL	NIL

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

\*\* The Company does not have international offices/ stores as on the date of the Report.

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	30
International (No. of Countries)	-

### b. What is the contribution of exports as a percentage of the total turnover of the entity?

The Company did not have any exports during FY 2023-24.

### c. A brief on types of customers:

The Company operates a portfolio of retail concepts. **Westside**, the Company's leading lifestyle concept, offers own branded fashion apparel, footwear and accessories for women, men and children, along with a wide range of home furnishings & decor. It offers a differentiated portfolio of exclusive brands that are in sync with latest fashion trends, appealing to a wide spectrum of style conscious consumers across defined customer segments. **Zudio** offers function and fashion at irresistible prices for women, men and children. Zudio has evolved into a rapidly growing concept that appeals to all with a deep commitment to being accessible across facets – fashion, reach and lifestyle. **Samoh**, a premium and contemporary concept, that offers differentiated and elevated occasion wear for women and men. It caters to those who appreciate luxurious and modern take on cherished designs and motifs from the Indian hinterland and aims to provide a compelling touch of luxury and sophistication to its customers while they shop for their special moments. **Utsa** is a modern Indian woman's lifestyle destination offering apparel, footwear, innerwear, beauty and accessories. Utsa is a portal of discovery – curating the best of Westside and appealing to the creative, discerning and aspiring woman. **Misbu** offer a curated and compelling range of beauty and fashion accessories targeted at Gen Z and millennials.

## IV. Employees

As the Company continues to expand its operations and reach new markets, our workforce grows in tandem, bringing diverse talents and perspectives to our organization. Being a socially and culturally diverse organization, our policies and practices lay emphasis on diversity and inclusiveness, ensuring that groups/ individuals with varied backgrounds are accepted and supported to integrate into the workplace.

The dedication to nurturing diversity within the Company begins at the highest levels. As on the date of Report, one-third of our Board of Directors and employees across functions comprise women and we continue to work to promote diversity throughout the organization.

As an Equal Opportunity Employer, our employee policies advocate for equality and diversity. We ensure equal opportunities for all our employees and eligible job applicants, without any unfair discrimination based on factors such as disability, race, caste, religion, or other personal, social, cultural, demographic, or economic characteristics, as protected by applicable laws. While recruiting, developing, and promoting our employees, we strive for our decisions to be based on performance, merit, competence and potential.

## 20. Details as at the end of Financial Year:

### a. Employees and workers (including differently abled)\*:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1	Permanent Employees (D)	25,277	16,405	64.90	8,872	35.10
2	Other than Permanent Employees (E)**	7,016	5,091	72.56	1,925	27.44
3	Total Employees (D+E)	32,293	21,496	66.57	10,797	33.43
<b>Workers</b>						
4	Permanent Workers (F)					
5	Other than Permanent Workers (G)					
6	Total Workers (F+G)					

\* Basis the disclosures made by employees.

\*\*Other than permanent employees include workforce hired through third-party contracts.

## Business Responsibility & Sustainability Report

### b. Differently abled employees and workers\*:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1	Permanent Employees (E)	145	111	76.55	34	23.45
2	Other than Permanent Employees (F)	0	0	0.00	0	0.00
3	Total Employees (E+F)	145	111	76.55	34	23.45
<b>Workers</b>						
4	Permanent Workers (G)	NIL				
5	Other than Permanent Workers (H)					
6	Total Workers (G+H)					

\* Basis the disclosures made by employees.

Note: The Company also shares manpower resources with the subsidiaries and joint venture companies through service arrangements. Since such employees are accounted for in the respective subsidiaries/joint venture companies, they are not considered for this Report.

### 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22
Key Management Personnel	3	1	33.33

### 22. Turnover rate for permanent employees and workers (in percentage)

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	73.21	54.87	66.85	82.34	61.41	75.31	48.00	43.00	46.00
Permanent Workers	Not Applicable								

\* There is a change in assumptions for categorizing the employees and hence the numbers for FY 2022-23 and FY 2021-22 have changed as compared to the reported numbers in previous year's Report.

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

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether it is a Holding / Subsidiary / Associate / or 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)
1	Flora Business Support Services Limited	Subsidiary	100.00	Yes
2	Nahar Retail Trading Services Limited	Subsidiary	100.00	Yes
3	Booker India Limited (BIL)	Subsidiary	51.00	No
4	Flora Hypermarket Limited	Subsidiary	0.00 (100% held by BIL)	No
5	Flora Online Limited	Subsidiary	0.00 (100% held by BIL)	No
6	Trent Global Holdings Limited (Mauritius) (TGHL)	Subsidiary	100.00	No
7	Trent Global Trading LLC (Dubai) (TGTL)	Subsidiary	*	No
8	Trent Hypermarket Private Limited	Joint Venture	50.00	No
9	Trent MAS Fashion Private Limited	Joint Venture	50.00	No
10	Massimo Dutti India Private Limited	Associates	49.00	No
11	Inditex Trent Retail India Private Limited	Associates	49.00	No

\*TGTL is incorporated on 28<sup>th</sup> February 2024 as a wholly owned subsidiary of TGHL.

Note : The Company does not have any material subsidiary as on date.

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
(ii) Turnover (in ₹): 11,926.56 Crore  
(iii) Net worth (in ₹): 4,447.18 Crore

## 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:

At Trent, fostering a safe environment encompasses providing employees and business partners with the opportunity to voice concerns and grievances related to the workplace and business practices. Emphasizing on transparent communication, we have provided mechanisms for the stakeholders to raise their concerns and grievances.

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			FY 2022-23		
		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
Community	Yes Web-link <click here>	NIL	-	-	1	1	subsequently resolved
Investors (other than shareholders)	Yes Web-link <click here>	NIL	-	-	NIL	-	-
Shareholders	Yes Web-link <click here>	35	0	-	21	1	subsequently resolved
Employees	Yes Web-link <click here>	267	20	subsequently resolved	161	0	-
Customers*	Yes Web-link <click here> Web-link <click here>	1,38,127	65	subsequently resolved	88,694	661	subsequently resolved
Value Chain Partners	Yes Web-link <click here> Web-link <click here>	206	35	subsequently resolved	233	19	subsequently resolved

\*The number of grievances have increased in the context of growing online business.

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

Please 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, as per the format

Refer Annexure I

# Business Responsibility & Sustainability Report

## 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.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web Link of the Policies, if available	Please click here: <a href="#">Tata Code of Conduct Policies</a> Some policies which are meant for internal stakeholders are available at the Company's internal portal.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Tata Code of Conduct forms part of all vendor contracts and has been a significant guiding factor for all our business relationships. Additionally, the Vendor Code of Conduct covering the above principles are being extended to the merchandise vendors.								
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.	SMETA*	BCI#	SMETA*	No	SMETA*	SMETA*	No	No	No
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Sustainability goals / targets are identified up to 2027. Action plans are tracked for deployment. For more details, refer Annexure II								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Refer Annexure II								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>The Company's financial performance and growth initiatives in FY 2023-24 underscores our commitment and conviction in pursuing the business opportunities that we are seeking to address. We remain steadfast in our dedication to building resilience, ensuring that our growth ambitions do not come at the expense of our commitments to our people and planet agenda. Our Sustainability agenda, anchored by the three pillars of: <b>Be Resource Efficient, Be Responsible by Design, and Be People Conscious</b>, serve as a guiding force for our choices.</p> <p><b>Resource efficiency is central to our sustainability efforts.</b> Our focus on energy efficiency is evident in our investments in renewable energy and energy-efficient practices across our stores. Sustainable logistics is also a key priority, with ongoing efforts to minimize emissions associated with every garment shipped to customers. We embrace circular waste management practices, advocating for reduced consumption of materials, and promoting recycling and reuse within our operations.</p> <p>Advancing product stewardship, we incorporate responsible material in Trent's apparel that focuses on <b>Responsible by Design</b> pillar. We comply with the Sedex Member Ethical Trade Audit (SMETA) requirements for sustainable operations and supply chains and are a member of the Better Cotton Initiative (BCI), actively supporting sustainable cotton farming/production methods. Our Vendor Code Conduct that provides framework for ethical and responsible business practises by the value chain partners was implemented during the year.</p> <p>Our social efforts are guided by the <b>Be People Conscious</b> pillar. The well-being, professional growth, and safety of our workforce take precedence above all else. As advocates for equal opportunities, we uphold fair and equitable hiring procedures. Furthermore, we are dedicated to implementing certified health and safety protocols, to foster a safe workplace environment.</p> <p>The Company continues its CSR initiatives in education, employability, and entrepreneurship with our employees actively participating in volunteering programs to improve the lives of underserved communities.</p>								

\*SMETA (Sedex Members Ethical Trade Audit) for merchandise vendors.

#BCI (Better Cotton Initiative) traceability in products initiated.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Executive Director and Chief Executive Officer								
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.	<p>Oversight of the Company's ESG risks, performance and strategy is integral to our governance structure, with the Board of Directors playing a pivotal role. Comprising Independent Directors, Non-Independent Non-Executive Directors (including the Chairman), and an Executive Director, the Board ensures that sustainability considerations are integrated into decision-making processes. Additionally, various members of the Board serve on Committees dedicated to sustainability, CSR, and stakeholder relations.</p> <p>Following Board Committees play a significant role in driving the Sustainability agenda of the Company as well as providing a robust governance framework -</p> <ol style="list-style-type: none"> <li>1. CSR&amp;S Committee: The CSR&amp;S Committee of the Board oversees the Corporate Social Responsibility and Sustainability initiatives of the Company. The CSR&amp;S Committee recommends the annual business plan for Corporate Social Responsibility and Sustainability initiatives to the Board for its approval. The CSR&amp;S Committee also receives regular updates on the performance of the Company against such Annual Action Plan.</li> <li>2. Risk Management Committee: The Risk Management Committee assists the Board in fulfilling its oversight responsibilities regarding risk management including strategic, financial, operational, sectoral, sustainability (Environment, Social and Governance) related risks, information &amp; cyber security and compliance risks. The Committee ensures that appropriate methodology, processes, and systems are in place to monitor and evaluate risks associated with the business of the Company and reviews the adequacy of the risk management practices and actions deployed by the management in respect of identification, impact assessment, monitoring, mitigation and reporting of key risks to the achievement of business objectives.</li> <li>3. Stakeholder Relationship Committee: This Committee considers and resolves the grievances of the shareholders, debenture holders and other security holders of the Company.</li> </ol> <p>The Company's Senior Management team also plays a pivotal role in planning and execution of the Sustainability KPIs. The Board of Directors periodically reviews the KPI's performance.</p>								



## Business Responsibility & Sustainability Report

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
10.	Details of Review of NGRBCs by the Company:									
	Performance against policies and follow up action	Review undertaken by: (Director/ Committee of the Board/ Any other Committee - please specify)		The Functional Heads regularly reviews the performance of the Company against various Policies. Key aspects of such reviews are also updated to the Board and various Board Committees from time to time.						
		Frequency of Review: (Annually/ Half Yearly/ Quarterly/ Any other - please specify)		Ongoing basis						
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances:	Review undertaken by: (Director/ Committee of the Board/ Any other Committee - please specify)		The Company is in compliance with the existing regulations as applicable and a Statutory Compliance Certificate on applicable laws is provided by the Chief Executive Officer and Executive Director/ Chief Financial Officer / Company Secretary to the Board of Directors.						
		Frequency of Review: (Annually/ Half Yearly/ Quarterly/ Any other - please specify)		Ongoing basis						
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.	Yes, the processes and compliances undergo periodic review by the Internal Auditors.								
		The Company undergoes assessment under the Business Excellence Assessments conducted as part of the Tata Business Excellence Model (TBEM) framework, which is based on the Malcolm Baldrige National Quality Award Model of USA. As part of the assessment, all key policies and their working are evaluated by a group of trained external assessors, which is translated into a score. Based on the assessment conducted in 2023, for the year 2022, the Company received the prestigious JRDQV award under the TBEM Assessment for the Assessment Year 2022.								
12.	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
	The entity does not consider the Principles material to its business (Yes/No)									
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not Applicable								
	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

### PRINCIPLE 1 - BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

Sustainability at Trent begins with doing business ethically, steered by high standards of governance. Aligned with the principles of the Tata Group, our governance framework adheres to the Tata Code of Conduct (TCoC), reflecting our dedication to integrity and transparency.

The TCoC serves as an ethical roadmap and guidance for how each Tata company and employee must conduct business. Enshrined in the TCoC are 5 values i.e. Integrity, Responsibility, Excellence, Pioneering and Unity, articulated by the Group's Founder, which are the bedrock of the Tata Group's ethos and to which each of us is committed.

In addition to adhering to the principles outlined in the TCoC, Trent's operational framework is bolstered by a comprehensive set of policies. These Policies, meticulously crafted and regularly updated by the Senior Management Team and reviewed by the Board, serve as foundational pillars that underpin our operations and guide decision-making processes.

A brief description of some of these Policies is provided below. The said Company Policies are available on the Website of the Company at [<click here>](#)

Whistleblower Policy: This Policy serves as a platform for employees, customers, suppliers, and other stakeholders to express concerns related to unethical business conduct or actions that may be perceived as inconsistent with Tata values.

Anti Bribery and Anti-Corruption Policy: This Policy is designed to safeguard the Company against involvement in any bribery, facilitation payments or corruption, even unintentional.

Anti Money Laundering Policy: The purpose of this Policy is to prevent the Company from being involved in any form of money laundering, even unintentional.

Dividend Distribution Policy: This Policy guides decision making with respect to distributing dividends while ensuring fairness, sustainability and consistency in distributing profits to shareholders.

Remuneration Policy: This Policy provides a framework for the remuneration of Directors, Key Managerial Persons, and other Senior Managerial employees of the Company.

Code of Corporate Disclosure Practices: This outlines the requirement for the Company to ensure timely, adequate, uniform, and universal dissemination of information and disclosure of Unpublished Price Sensitive Information, in compliance with regulations.

Materiality Policy: This Policy ensures that events and information that the Board considers significant and warranting disclosure are reported to the Stock Exchanges within an appropriate timeframe. It provides guidelines to determine and publicly share events or information that could have a material impact on the Company's performance and share price.

# Business Responsibility & Sustainability Report

## 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 programs held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	On going- Multiple Programs throughout the year	Periodic updates are provided to the Board of Directors on the relevant regulatory changes in the areas of Ethics & Governance, Health & Safety, CSR & Sustainability, Strategy, and other Legal and Regulatory compliance matters. Details of familiarization programs conducted to the Independent Directors are available on the Website of the Company at <a href="#">click here</a>	100.00
Key Managerial Personnel	On going- Multiple Programs throughout the year	Awareness programs are arranged for KMPs in the areas of Ethics, Governance, TCoC, Insider Trading regulations and Policies.	100.00
Employees other than BoD and KMPs	On going- Multiple trainings throughout the year	Mandatory remote and physical sessions are conducted throughout the year on various topics such as Health & Safety, TCoC, Anti-Bribery and Anti-Corruption policies, Prevention of Insider Trading, Conflict of Interest, Prevention of Sexual Harassment Policies, etc., for employees across all levels. In addition, employees are provided skill upgradation training as per their job requirements. Online portal is used to assign individual e-learning modules regularly to employees for facilitating skill upgradation and other topics.	85.13
Workers		Not Applicable	

### 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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Type	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
<b>Monetary</b>					
Penalty / Fine by the Company (These disclosures are made to the Stock Exchanges in terms of Regulation 30 of the SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015)	1	Joint Commissioner, Rajasthan	39,596	Alleged mismatch of input tax credit availed under the applicable provisions of the State Goods and Service Tax Act, 2017 and Integrated Goods and Service Tax Act, 2017 for the financial year 2017-18	Rectification Order has been received and the matter is closed
		Assistant Commissioner of State Tax, Chhattisgarh	60,719	Alleged erroneous transitional Input Tax Credit availed under applicable provisions of the Central Goods and Service Tax Act, 2017, State Goods and Service Tax Act, 2017 and Integrated Goods and Service Tax Act, 2017 for the financial year 2017-18	Yes, the appeal has been filed with the Joint Commissioner (Appeal) GST
		Deputy Commissioner of Commercial Taxes, (Audit)-5.1, DGSTO-5, Bengaluru	1,17,020	Alleged erroneous availment of input tax credit under the applicable provisions of the State Goods and Service Tax Act, 2017, Central Goods and Service Tax Act, 2017 and Integrated Goods and Service Tax Act, 2017 for the financial year 2018-19	The Company is reviewing the said Order and will take appropriate action.
Settlement				NIL	
Compounding fee				NIL	
<b>Non-Monetary</b>					
Imprisonment				NIL	
Punishment				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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Refer responses at Question 2 above	

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

Yes, the Company has an Anti-Bribery and Anti-Corruption (ABAC) Policy, which is available on the Website of the Company at [<click here>](#). The purpose of the ABAC Policy is to ensure that the Company conducts its operations and business activities in consonance with applicable laws and with the highest ethical standards. It aims to prevent the Company involvement in any activity relating to bribery, facilitation payments, or corruption, even unintentional.

The ABAC Policy is applicable to all individuals working at all levels and grades, including directors, senior managers, officers, other employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, interns, seconded staff, casual workers, agency staff, agents, business partner, service providers and such other relevant persons, third parties or companies associated with the Company, including those acting on behalf of the Company.

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

	FY 2023-24	FY 2022-23
Directors	NIL	NIL
KMPs		
Employees		
Workers	Not Applicable	

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	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:

	FY 2023-24	FY 2022-23
Number of days of accounts payables*	25.05	24.59

\*Average Accounts payable is considered in above formula, in-line with what is considered in Annual Accounts.

## Business Responsibility & Sustainability Report

### 9. Openness 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:**

The Company has adopted a Policy for Related Party Transactions. In terms of the said Policy, all the Related Party Transactions are in the ordinary course of business and on arm's length basis and are approved by the Audit Committee (Independent Directors), Board and Shareholders, wherever required.

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	1.44	1.35
	b. Number of trading houses where purchases are made from	13	13
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	99.62	99.19
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)*	0.03	0.01
	b. Sales (Sales to related parties / Total Sales)*	6.59	6.52
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00	0.00
	d. Investments (Investments in related parties / Total Investments made)	0.69	0.72

\* Considered merchandise products.

### 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) under the awareness programmes
On going interactions throughout the year	Webinars and engagements on topics like brand expansion, fabric mill week success story, supplier evaluation, parameter (OTIF, Compliance, Quality, Design Capability, Speed to Market), journey to store readiness, sustainability, warehouse callouts, performance and supplier growth, Fabric quality & Testing Manual Walk through, new initiatives – hard tags, supplier KPI's, Product Life Cycle Management Tool (PLM), etc.	100.00

#### 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.

Yes, the Code of Conduct requires all Directors of the Company to act in the best interest of the Company and ensure that they do not enter into any transaction or business or personal association which may involve any conflict of interest with the operations of the Company. In case of any actual or potential conflicts of interest, the concerned Director is required to make disclosures of such conflicts and seek appropriate approvals as required by the applicable law and as per the Company's policies. The Company receives General Disclosure of Interest from the Directors with regards to the entities in which they have interest. The Directors also submit an annual declaration confirming adherence to the Code of Conduct.

## PRINCIPLE 2 BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

At Trent, our emphasis on responsible and ethical fashion practices is demonstrated in our use of responsible materials, a practice that resonates with a new wave of conscious consumers and stakeholders who seek to integrate sustainability into their lifestyles. As a member of the Better Cotton Initiative (BCI), we have initiated the use of fabric made of cotton that is sustainably produced and currently around 2% cotton we use comprises of BCI cotton. Better Cotton stands out for its traceability, enabling the end product to be tracked back to its sources and sustainable practices.

In another move to incorporate responsible materials in our processes, we are working to replace the use of conventional viscose with responsible viscose. This raw material comes from wood pulp sourced from sustainably managed forests, certified by the Forest Stewardship Council (FSC) and Birla Cellulose. Such ongoing transition to FSC viscose enables us to support bio-diversity conservation and local communities, reinforcing our commitment to environmental protection.

Alongside incorporating responsible raw materials in our products, we also emphasize responsible processes. Notably, we have introduced LiveGood, our responsible product label for apparel. LiveGood embodies our commitment to responsible practices, ensuring that every product bearing this label adheres to rigorous criteria across material sourcing, vendor selection and production processes.

### 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.**

	FY 2023-24	FY2022-23	Details of improvements in environmental and social impacts
R&D	NIL	NIL	Not Applicable
Capex (%)	2.81	NIL	The cost is towards installation of Dx inverter ACs in stores, for efficient cooling and energy savings.

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

Yes, the Company ensures responsible sourcing practices and minimizing the environmental impacts. The Company continuously invests in scaling and upgrading supply chain network, with an aim to achieve sustainable business growth. Our supplier selection process primarily involves assessment of suppliers aligned with SMETA 4 pillars focused on Labour Standards, Health & Safety, Environmental Assessments and Business Ethics. By incorporating these comprehensive aspects into our supplier assessments, we aim to build a strong and sustainable supply chain. Our Vendor Code of Conduct that provides framework for ethical and responsible business practices by the value chain partners was implemented during the year.

Further, as a member of the BCI we intend to support ethical and transparent practices in cotton cultivation, processing and garment creation.

Our strategy further encompasses initiatives to enhance operational efficiency, optimize sourcing locations, make informed fabric selections, streamline our supplier network, ensure social compliances and leverage technology for overseeing production and quality milestones.

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

Around 94% of our merchandised products (by value) were sourced from SMETA.

## Business Responsibility & Sustainability Report

**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.**

We have implemented certain circular waste management practices, wherein waste generated within the Company is recycled or repurposed to produce new products that may even be re-integrated into our daily operations. Our processes to manage various types of waste include:

**(a) Plastics (including packaging):** The Company utilizes plastic and cardboard boxes for product packaging; however, it is important to note that none of this packaging reaches customers, as the products are sold without it. To address environmental concerns and promote responsible waste management, we have established a partnership with an Extended Producer Responsibility (EPR) registered plastic recycling vendor. This vendor is not only dedicated to recycling plastic bags but also actively engages in the responsible handling of paper waste, specifically cardboard boxes.

**(b) E-waste:** All electronics related disposals within the Company are exclusively entrusted to an e-waste certified supplier, ensuring safe disposal practices with minimal environmental impact.

**(c) Garments Tags** – Conversion from plastic to recycled paper to reduce plastic usage.

**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. The Company is registered as the Brand owner and Importer on EPR portal of Central Pollution Control Board (CPCB). The waste collection plan is in line with the EPR plan submitted to CPCB.

The Company has taken several measures to address the responsible disposal of plastic waste generated in our stores and distribution centres, We collaborate with vendors for waste collection and recycling. Further, to advance circularity, we purchase biodegradable bags, recycled cardboard, and paper from them. Additionally, we have introduced rice-paper bags as an option to LDPE plastic bags and use recycled paper tags on our products.

Our commitment to sustainable waste management also encompasses waste reduction initiatives. For example, fabric waste from apparel production is transformed into Do Good Bags, providing opportunities to women from marginalized communities to build livelihoods and improve their lives. This initiative has prevented around 0.40 million sq. meters of fabric from reaching landfills and polluting land. Additionally, this initiative also resonates with our evolving customers who prioritize investing in businesses that contribute positively to the planet and society.

### 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?**

Currently, the Company hasn’t initiated LCA for its products.

**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 Product / Service	Description of the risk / concern	Action Taken
Not Applicable		

**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).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Not Applicable		

**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:**

(in Tonne)

	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	138.61	787.83	-	325.54	398.43
E-waste	-	3.32	-	-	5.21	-
Hazardous Waste	-	-	-	-	-	-
Other Waste	-	1,452.41	6,509.85	-	1,873.19	2,376.11

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NIL	

**PRINCIPLE 3 BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS**

Trent is committed to fostering the well-being of its employees, going to great lengths to ensure a workplace that prioritizes their welfare. The Company endeavors to go beyond regulatory requirements to provide benefits for employee well-being across all sections of workforce.

Some of the notable benefits that contribute to our commitment to our employees' well-being are:

- **Education subsidy:** ₹ 75,000 for employees interested in pursuing further education.
- **Creche facility:** Parents can avail of crèche facilities, close to their workplace for children aged between 6 months to 5 years.
- **Medical health check-up:** We provide the services of a full-time doctor at our premises for all employees to consult with at any time they need.
- **Health and fitness programme:** We have tied up with an external agency to provide counselling services to employees and their families for their mental well-being. We conduct various fitness initiatives at our work premises to promote health and physical fitness.
- We have policies and practices to help women transition back into workplace post maternity/ breaks.

In line with our stance of zero tolerance for any form of discrimination, we have put in place a gender-neutral policy for The Prevention of Sexual Harassment (POSH). Further, we have women centric travel policies to provide for their safety while travelling on work.

We strive to provide comprehensive employee benefits that support their holistic development and enhance their overall quality of life. We recently concluded GPTW® EES Survey in FY 2024, in which 90% of employees who participated have responded that Trent is a great place to work.



# Business Responsibility & Sustainability Report

## Essential Indicators

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

Category	Total (A)	% of Employees covered by									
		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)
<b>Permanent employees</b>											
Male	16,405	16,405	100.00	16,405	100.00	-	-	16,405	100.00	16,405	100.00
Female	8,872	8,872	100.00	8,872	100.00	8,872	100.00	-	-	8,872	100.00
<b>TOTAL</b>	<b>25,277</b>	<b>25,277</b>	<b>100.00</b>	<b>25,277</b>	<b>100.00</b>	<b>8,872</b>	<b>35.10</b>	<b>16,405</b>	<b>64.90</b>	<b>25,277</b>	<b>100.00</b>
<b>Other than permanent employees</b>											
Male	5,091	5,091	100.00	5,091	100.00	-	-	-	-	-	-
Female	1,925	1,925	100.00	1,925	100.00	1,925	100.00	-	-	-	-
<b>TOTAL</b>	<b>7,016</b>	<b>7,016</b>	<b>100.00</b>	<b>7,016</b>	<b>100.00</b>	<b>1,925</b>	<b>27.44</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	Total (A)	% Employees covered by									
		Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Daycare facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male											
Female											
<b>TOTAL</b>											
<b>Other than permanent workers</b>											
Male											
Female											
<b>TOTAL</b>											

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

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of Total Revenue of the Company	0.10	0.11

### 2. Details of Retirement benefits

Benefits	FY2023-24			FY2022-23		
	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	100.00	Not Applicable	Y	100.00	Not Applicable	Y
Gratuity	100.00		Y	100.00		Y
ESI	85.09		Y	84.49		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.**

Being committed to the inclusion of all persons in our activities, we have ensured that our stores and offices are accessible to those who are differently abled, as per the requirements of The Rights of Persons with Disabilities Act, 2016. Our premises are generally equipped to facilitate easy movement of the differently abled.

**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.**

Yes, the Company has an Equal Opportunity Policy in accordance with the provisions of The Rights of Persons with Disabilities Act, 2016 and the same is available on the Website of the Company at <click here>. In addition, the Tata Code of Conduct incorporates key equal opportunity principles. The Policy covers the Company's intent to eliminate all forms of unlawful discrimination, bullying and harassment of people with disabilities.

The Company is dedicated to offering equal employment opportunities and fostering an inclusive workplace culture where all employees are treated with respect and dignity. We aim to ensure that our workforce reflects the diversity of society and actively promote fair representation of individuals with disabilities within our staff. Our diversity footprint is vast, encompassing a rich array of experience across age groups, genders and backgrounds.

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

As we focus on providing a supportive work environment, one benefit stands out for its significance in fostering support for our colleagues during important life transitions is parental leave. We have Policies & Practices to help women transition back into workplace post maternity.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00	73.37	Not Applicable	
Female	96.61	63.08		
<b>Total</b>	<b>99.15</b>	<b>70.68</b>		

**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.**

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	<p>Yes, all our employees have access to various mechanisms for registering grievances, such as:</p> <ul style="list-style-type: none"> <li>- Independent facility run by third party for POSH, ethics and whistle blower concerns</li> <li>- Helpline Mailbox: ethics@trent-tata.com, trent@ethicshelpline.co.in &amp; POSH@trent-tata.com</li> <li>- Hotline Toll-free No: 1800 200 9350</li> <li>- Townhall</li> </ul> <p>Employees are encouraged to use these channels, or approach Functional Heads, the Human Resources Team, or designated ethics officials to discuss and resolve any issues. Reported Concerns get assigned to the investigating team. Based on investigation findings and level of recommended action, the redressal gets approved by the respective authority as per consequence management matrix.</p> <p>The Company does not tolerate any form of retaliation against anyone reporting legitimate concerns. Anyone involved in targeting such a person will be subject to appropriate disciplinary actions.</p>
Other than Permanent Employees	

## Business Responsibility & Sustainability Report

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

Category	FY 2023-24			FY 2022-23		
	Total employees /workers in respective category (A)	No. of employees / workers in Respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>						
- Male						
- Female						
<b>Total Permanent workers</b>						
- Male						
- Female						

### 8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	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)
<b>Employees*</b>										
Male	16,405	15,495	94.45	11,898	72.53	10,932	7,519	68.78	6,043	55.28
Female	8,872	8,385	94.51	6,231	70.23	5,654	2,578	45.60	2,904	51.36
<b>TOTAL</b>	<b>25,277</b>	<b>23,880</b>	<b>94.47</b>	<b>18,129</b>	<b>71.72</b>	<b>16,586</b>	<b>10,097</b>	<b>60.88</b>	<b>8,947</b>	<b>53.94</b>
<b>Workers</b>										
Male										
Female										
<b>TOTAL</b>										

\*Only permanent employees have been considered.

The Company strives to cultivate a work culture that is supportive of our people's capabilities and potential, encouraging them to grow professionally as well as personally. The Company pays significant focus on talent development, growth opportunities, building self-confidence, and aligning personal development with business objectives. Regular reviews, feedback, and knowledge-sharing are also accorded high importance, to enhance both personal and professional growth.

Learning and Development strategy, known as Sustainable Performance Excellence and Employee Development (SPEED), is designed to foster a Learning Organization where employees are empowered to drive their own learning journey. We leverage technologies for online and mobile based learning e.g., Seekho App and Z Learn app for store employees, making these readily available for our people to access at their convenience. Learning initiatives follow an annual calendar and are followed up with feedback and reviews for further development and improvement.

The implementation of Learning and Development strategy follows a three-pronged approach:

- **Align:** Learning is tailored to meet individual, functional and organizational priorities, driven by personal development plans and stakeholder meetings.
- **Equip:** Employees are empowered to take charge of their learning, with a focus on developing leadership qualities and enabling career progression. We encourage a learning mix that comprises primarily of experiential learning supplemented by peer learning and structured learning.
- **Sustain:** Learning is continually supported with effectiveness reviews, improvement measures and integration into performance reviews, with guidance from line managers and heads of departments.

## Trainings on Safety

Timely and regular safety training is essential for minimizing accidents among the employees. These sessions provide valuable insights into their working environment, potential risks and effective prevention measures. As a critical component of the identification and management of workplace risks, employees receive Health and Safety training as part of the induction process when joining the Company. Additionally, they are trained to follow the Safety Reporting System to raise alerts about unsafe conditions on iSafe, the Incident Reporting application.

Moreover, the Company's associates undergo training to ensure they understand the process and importance of reporting all incidents and injuries to the HSE team. This proactive approach aims to prevent unsafe behavior, address unsafe conditions in the workplace, and mitigate the occurrence of adverse incidents. Women's Safety Training, Two-Wheeler Safety Training and Fire & First Aid Safety Training are the major trainings provided to all employees.

The employees are also imparted training on the Tata Group's Accelerated Reduction in Repeat Events (ARRE) for enhanced H&S awareness, air quality monitoring, water quality testing, ergonomics review etc. and quarterly servicing of air conditioning filters. Ensuring luminosity at workstations is above compliance standards.

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

Category	FY 2023-24			FY 2022-23		
	Total Employees (A)	Number of employees/workers for whom performance and career development review was taken (B)	% (B / A)	Total Employees (C)	Number of employees/workers for whom performance and career development review was taken (D)	% (D / C)
<b>Employees**</b>						
Male	16,405	13,513	82.37	10,932	8,601	78.68
Female	8,872	7,399	83.40	5,654	4,432	78.39
<b>TOTAL</b>	<b>25,277</b>	<b>20,912</b>	<b>82.73</b>	<b>16,586</b>	<b>12,496</b>	<b>75.34</b>
<b>Workers</b>						
Male	Not Applicable					
Female						
<b>TOTAL</b>						

\* Employees who join on or after 1<sup>st</sup> January are eligible for performance reviews in the next cycle.

\*\*Only permanent employees have been considered.

Acknowledging the significance of regular performance appraisals in achieving professional goals and increasing levels of excellence, the Company follow a structured and comprehensive performance management process. The process focuses on three core areas:

- Align organizational strategic pillars to individual deliverables
- Inculcate a culture of continuous feedback and support
- Differentiate employees through rewards and recognition

Rather than merely focusing on past performance, our performance management system is competency based and emphasizes on creating individual development plans that facilitate higher levels of employee performance.

Alongside performance review discussions which offer our colleagues an avenue to share feedback, we have also adopted communication and feedback platforms. These include external surveys such as Great Place To Work (GPTW) which facilitate continuous improvement.

## Business Responsibility & Sustainability Report

### 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?**

Yes, the Company has implemented an occupational Health and Safety Management System to ensure that the Company meets its legal obligations and provides a safe and healthy working environment for its employees.

Due to the nature of apparel/accessory retail business, the stores and office environment do not pose any significant occupational health and safety risks. The Company has adopted Health & Safety Policy aligned with the Tata Group Retail Safety Standards, as well as regulations such as the Shops and Establishment Act and the National Building Code for Office/ Warehouse/ Commercial Buildings. Additionally, we incorporate best practices recommended by subject matter experts and the Tata Group's centralized safety team. This Policy also extends to external contractors and third-party service providers who work at our sites.

Our Health & Safety Management System empowers us to proactively identify risks through the Hazard Identification and Risk Assessment (HIRA) approach. A specialized cross-functional team conducts periodic Hazard Identification and Risk Assessment (HIRA) at all locations to identify any potential risk ensuring safety & wellbeing at workplace. We prioritize both internal and external safety audits to uphold our commitment to safety excellence. Internally, our senior management team conducts quarterly audits at each location, ensuring thorough oversight and accountability. Additionally, certified external auditors perform electrical safety audits across our facilities. All audit observations are meticulously documented using our iSafe platform, facilitating prompt action and continuous improvement.

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

Hazard Identification & Risk assessment are undertaken periodically through HIRA approach and actions are taken to mitigate the risks identified. The Company has a detailed system for Internal & External Safety Audits which is mentioned in the H&S Manual. Additionally, the following audits are undertaken:

- Internal Audit: Quarterly Audits are conducted and safety scores are tracked across the organization.
- External Audit: The electrical audits by the external auditors of all locations are conducted annually and the reports are shared with the relevant teams.

**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 on and encouraged to identify, and promptly report unsafe conditions as well as incidents via the iSafe portal. This comprehensive reporting system enables incidents to be tracked until resolution, ensuring swift action to mitigate risks and safeguard employee well-being.

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

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
- Health Insurance Policy
- Critical Illness Policy
- Group Term Life Insurance Policy
- Contingency Loan Policy (for medical emergencies)

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.06	0.03
	Workers	Not Applicable	
Total recordable work-related injuries	Employees	4	6
	Workers	Not Applicable	
No. of fatalities	Employees	0	0
	Workers	Not Applicable	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	

\*Only Permanent employees have been considered.

**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 and third party employees who work in our premises. It promotes continuous identification and monitoring of hazards and controlling risks whilst making sure that the risk controls in place are effective.

The Health & Safety Policy is applicable across all locations, serves as a comprehensive statement addressing essential work-related issues. It is complemented by our manual, which meticulously identifies and addresses the specific requirements outlined in the Tata Group Retail Safety Standard Codes of Practice.

The Health & Safety Manual provides a robust framework for creating a safe and healthy workplace. It emphasizes managing hazards and identifying risks through Hazard Identification and Risk Assessment (HIRA) methodologies.

Every new employee undergoes a Health & Safety induction as part of their general onboarding training. We ensure that all incidents are promptly reported using iSafe portal.

To further enhance awareness, we conduct structured training programs such as ARRE, aligned with Tata Group standards. Regular communication on various Health & Safety topics is disseminated to all employees on a monthly basis.

In addition to proactive measures, we conduct mock drills at specified intervals to assess and improve our emergency response capabilities. Our Leadership Team conducts monthly reviews of Safety-related initiatives, chaired by the CEO, to ensure continuous improvement.

Periodic internal and external audits are conducted to guarantee a safe and healthy workplace environment for all our employees, reflecting our unwavering commitment to safety excellence.

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

	FY 2023-24			FY 2022-23		
	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		-
Health & Safety	61	0	Includes potential unsafe situations reported by employees	22	0	Includes potential unsafe situations reported by employees

## Business Responsibility & Sustainability Report

### 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	100*
Working Conditions	

\*Assessment done by the Company.

### 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.

One of the high severity risks for the Company is the electrical hazards. Monthly preventive maintenance activities are carried out to address the electrical hazards at all stores. Thermography scanning is conducted in all stores / distribution centres and offices, to enhance safety of our electrical equipment.

External electrical audits are conducted across all locations once every two years to ensure compliance and safety standards are upheld consistently.

The LOTO kits are deployed across organization helping in protecting and safeguarding employees while they perform servicing and maintenance on electrical equipment.

Periodic inspection of the stores has helped in determining the compliance to Fire Sprinklers norms & Emergency Exit requirements. Systems tasks are created for daily inspection.

### Leadership Indicators

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees: Yes

(B) Workers: Not Applicable

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

The vendors are responsible for adherence to various statutes required for their operations. The vendors are mandated to pay all statutory dues to their employees (such as PF, ESI etc.) within the stipulated time through contracts. The Company conducts a social audit of its merchandise vendors through SMETA (Sedex Members Ethical Trade Audit). The scope of which includes audit of statutory dues deductions and deposits as stipulated by local governmental laws such as PF, gratuity, insurance, ESI, taxes, and other obligations.

#### 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:

Health & Safety incidents are recorded on iSafe portal and categorized as near misses (low and high potential), fire, medical treatment, and first aid cases. Critical incidents are thoroughly examined during monthly Safety Committee meetings, where root cause analyses are conducted, and appropriate actions are devised to mitigate their recurrence.

	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	FY 2022-23	FY 2023-24	FY 2022-23
Employees	NIL	NIL	Not Applicable	Not Applicable
Workers	Not Applicable		Not Applicable	

**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

**5. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health & Safety practices*	94
Working Conditions*	94

\* Merchandise vendors considered basis SMETA audit.

**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.**

There were no material risks/concerns arising from the SMETA assessments for health & safety practices and working conditions of our merchandise vendors.

**PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS**

We recognize the importance of stakeholder engagement in shaping our sustainability strategy and advancing our sustainability agenda. We believe that having a pulse of our stakeholders' opinions is pivotal to creating shared value.

We are committed to maximizing the positive impacts and minimize and mitigate the adverse impacts of our products, operations, and practices on all our stakeholders. Through ongoing dialogue with a diverse range of stakeholders, including our employees, investors, shareholders, suppliers, business partners, and community members, we gain valuable insights into their expectations, shared concerns and priorities.

**Essential Indicators**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

The Company employs an extensive process for identifying and prioritizing key stakeholder groups, recognizing their influence on organizational decisions and activities. The approach is aligned with our strategy planning process and involves a comprehensive analysis of both internal and external stakeholders, ensuring a strong understanding of their impact. Our operating teams support the stakeholder identification process due to their proximity with the eco-system. This process is overseen by the Management, underscoring the strategic importance placed on stakeholder identification and engagement. By engaging with the stakeholders, we not only align our decisions with diverse prespective but also ensure long term value creation.



## Business Responsibility & Sustainability Report

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

Sr. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Employees	No	<ul style="list-style-type: none"> <li>- Internal communications</li> <li>- Trent Talks</li> <li>- Town hall and Conclave</li> <li>- Rewards and Recognition programs</li> <li>- Employee engagement/ satisfaction surveys</li> <li>- Annual appraisal meetings</li> <li>- Interactions with senior leadership</li> <li>- Employee engagement initiatives</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>- Employee welfare programmes</li> <li>- Skill development</li> <li>- Adherence to the Code of Conduct</li> <li>- Corporate policies</li> <li>- Sustainability training and performance, especially environment, health and safety</li> <li>- Training &amp; professional development</li> <li>- Grievance Redressal</li> </ul>
2	Suppliers: Vendors and manufacturers	No	<ul style="list-style-type: none"> <li>- Periodic vendor communications</li> <li>- Vendor engagements</li> <li>- Periodic assessments and feedback</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>- Capacity building to scale operations</li> <li>- Adherence to the Tata Code of Conduct</li> <li>- Regular assessments</li> <li>- Sustainable production &amp; supply chain</li> <li>- Efficiency and Renewable Energy use</li> <li>- Upholding human rights</li> </ul>
3	Customers: Active and potential	No	<ul style="list-style-type: none"> <li>- Digital channels, Social media, Company Website</li> <li>- Customer satisfaction feedback</li> <li>- Exclusive events in partnership with leading cultural institutions and contemporary artistes</li> <li>- Customer loyalty programme</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>- Real time access to latest fashion trends and products</li> <li>- Understanding and fulfilment of customers' needs</li> <li>- Impactful experiences: safe, convenient, delightful</li> <li>- High quality at affordable price points</li> <li>- Positive brand experience</li> <li>- Protecting customers' privacy</li> </ul>
4	Communities: NGOs and marginalized groups	Yes	<ul style="list-style-type: none"> <li>- Corporate Social Responsibility initiatives</li> <li>- Local engagement activities</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>- Enhancing livelihoods through focus on Education, Employability, Employment and Entrepreneurship</li> <li>- Sustainable socio-economic development</li> </ul>
5	Shareholders: Institutional and Retail	No	<ul style="list-style-type: none"> <li>- Annual General meetings</li> <li>- Investor meets</li> <li>- Annual Report and financial disclosures</li> <li>- Company Website</li> <li>- Press releases, Investor Presentation and communication to stock exchange and SEBI</li> <li>- Print media</li> </ul>	Quarterly/Annual	<ul style="list-style-type: none"> <li>- Disclosures on Financial, Operating Performance and Sustainability</li> <li>- Significant business decisions / outcomes</li> <li>- Quick and satisfactory grievance redressal</li> </ul>

## 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 engages with the stakeholders on economic, environmental, and social topics. Feedback from stakeholder consultations, as outlined in our stakeholder identification process, is carefully deliberated by the management. The CSR&S Committee and the Board is kept informed about pertinent developments, and feedback is sought from Board members to ensure a collaborative and informed decision-making process.

**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, stakeholder consultations play a pivotal role in shaping the Company's approach to ESG topics. The insights garnered from these consultations contribute to the development and refinement of our policies and activities. On a continuous basis, the feedback received acts as a compass, guiding our efforts in addressing concerns, improving sustainability practices, and aligning our activities with the expectations and values of our diverse stakeholders.

Additionally, we collaborated with the Tata Sustainability Group (TSG) to conduct an exhaustive materiality assessment for the Company, to identify topics that hold significant importance for both the business and its stakeholders. Following the detailed discussions with TSG, our senior management representatives and external stakeholders, this collaborative effort enabled us to formulate a comprehensive Sustainability Strategy, serving as our guiding compass in achieving both our business and non-financial goals.

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

We actively engage with vulnerable and marginalized sections of society through our CSR interventions, for fostering sustainable development. For instance, our sustainable waste management practice, where fabric waste from apparel production is transformed into Do Good Bags, provides meaningful livelihood opportunities for women in marginalized communities.

Additionally, our CSR programs extend to education, employability, entrepreneurship, and essential enablers for community development, impacting over 600 girls, 700+ youth through skill training, creating entrepreneurship opportunities for more than 700 women and access to potable water for thousands of households.

## PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

At Trent, we are committed to respecting and upholding all internationally recognized human rights. Our Human Rights Policy is guided by the international standards and principles, including but not limited to UN Guiding Principles on Business and Human Rights and the TCoC in promoting human rights within the organization and in our professional interactions.

We uphold the human rights of all the stakeholders we engage with, regardless of whether they are employees, or external stakeholders such as suppliers and community members. We have instituted appropriate grievance redressal mechanism for complaints and concerns involving matters of ethics and prevention of sexual harassment.

# Business Responsibility & Sustainability Report

## 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:

We strive to foster a safe workplace that is free of any form of discrimination, violence, harassment, and other hurtful and disruptive behaviours. In our efforts to promote a safe workplace, we conduct regular workshops and awareness sessions to sensitize employees on topics related to human rights.

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	25,277	24,348	96.32	16,586	14,098	84.99
Other than permanent	7,016	5,963	84.99	4,432	4,432	100.00
<b>Total Employees</b>	<b>32,293</b>	<b>30,311</b>	<b>93.86</b>	<b>21,018</b>	<b>18,530</b>	<b>88.16</b>
<b>Workers</b>						
Permanent	Not Applicable			Not Applicable		
Other than permanent						
<b>Total Workers</b>						

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

100% of employees and workers of the Company are paid more than or equal to the minimum wage, as applicable in their respective jurisdiction.

Category	FY 2023-24					FY 2022-23				
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	16,405	4,084	24.89	12,321	75.11	10,932	2,775	25.38	8,157	74.62
Female	8,872	2,151	24.24	6,721	75.76	5,654	1,525	26.97	4,129	73.03
<b>Other than Permanent</b>										
Male	5,091	5,070	99.59	21	0.41	3,301	3,301	100	0	0
Female	1,925	1,923	99.90	2	0.10	1,131	1,131	100	0	0
<b>Workers</b>										
<b>Permanent</b>										
Male	Not Applicable									
Female										
<b>Other than Permanent</b>										
Male	Not Applicable									
Female										

### 3. Details of remuneration/salary/wages

#### a. Median remuneration / wages:

(amount in ₹ Lakh)

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	6	33.50	2	27.00
Key Managerial Personnel	2	554.05	1	Not Applicable **
Employees other than BoD and KMP***	16,403	2.11	8,871	2.04
Workers	Not Applicable			

\* Considered remuneration to Non-Executive Directors of FY 2023-24 which includes sitting fees for FY 2023-24 and commission for FY 2022-23 paid in FY 2023-24.

\*\* Joined during FY 2023-24, hence not applicable.

\*\*\* Only Permanent employees have been considered.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	31.63	29.97

#### 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 Company has designed focal points responsible for addressing human rights impacts or issues caused by or contributed to by the business.

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

We have zero-tolerance for any breaches of human rights and we strive to protect and promote these rights for all our employees and other stakeholders. We have established an internal mechanism to address grievances. Employees or stakeholders can voice and discuss their concerns they may have with their functional heads, the human resources team, or designated ethics officials. For example, during regular open house town hall sessions with the CEO, employees are encouraged to convey their grievances, issues, concerns across any matter that they wish to speak up. Feedback thus taken is acted upon and necessary remediation measures are instituted. Any complaints or instances filed through the ethics redressal mechanism, functional heads, or our third-party portal are promptly taken up by the relevant individuals or committees. Our Whistleblower Policy ensures creating a safe space for individuals to come forward and contribute to upholding the principles of human rights within the organization.

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

	FY 2023-24			FY 2022-23		
	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	12	0		12	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human Rights related issues	0	0		0	0	

## Business Responsibility & Sustainability Report

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	11	12
Complaints on POSH as a % of female employees / workers	0.10	0.18
Complaints on POSH upheld	9	9

\*Considered complaints only from female employees.

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

We encourage employees to report matters without the fear of victimization, discrimination or disadvantage. As a part of the TCoC, the Company does not tolerate any form of retaliation against anyone reporting legitimate concerns. Anyone involved in targeting such a person is subject to appropriate disciplinary action.

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

Yes, human rights requirements are integral component of all our business agreements and contracts, through various elements of the TCoC. These elements serve as a foundational framework, ensuring that our business practices align with ethical standards and respect for human rights.

### 10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100*
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

\*Assessment done by the Company.

### 11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

There were no material risks / concerns arising from the above assessments.

### Leadership Indicators

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

During the reporting period, there have not been any instances of human rights grievances or complaints necessitating a modification or introduction of a specific business process. However, the Company remains proactive in addressing human rights considerations through ongoing efforts. Regular refresher human rights training programs are conducted to keep employees abreast of relevant issues, fostering awareness and sensitivity within the organization.

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

Human Rights due-diligence has not yet been conducted.

**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?**

Being committed to the inclusion of all persons in our activities, we have ensured that our stores and offices are accessible to those who are differently abled, as per the requirements of The Rights of Persons with Disabilities Act, 2016. Our premises are generally equipped to facilitate easy movement of the differently abled.

**4. Details on assessment of value chain partners:\***

Category	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	94
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

\*Merchandise vendors considered basis SMETA audit.

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

There were no material risks / concerns arising from the above assessments.

**PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT**

Environmental protection is fundamental to the ethos of the Tata Group and is deeply ingrained in our pledge to craft our brands with responsibility. Our dedication to safeguarding the natural ecosystem is steered by the Company's Environmental and Sustainability Policy. The Company acknowledges the substantial impact that businesses can have on the environment and society and is dedicated to minimizing its ecological footprint and conducting operations responsibly, with the goal of creating enduring value for shareholders, the communities it serves, and the overall well-being of the planet.

Our focus lies in minimizing energy consumption, augmenting our utilization of renewable energy sources, and diminishing our carbon footprint. The demand for energy in our operations primarily arises from the needs for lighting, cooling, and connected load. Alongside energy conservation efforts, we place a strong emphasis on energy efficiency. We persistently drive various initiatives aimed at reducing power consumption through the adoption of efficient energy management strategies. We prioritize reducing carbon emission and have established systems to assess energy consumption and estimate emissions across our operations. We also emphasize resource efficiency in areas such as sourcing, product design, packaging, etc., to transition from linear to circular business processes. To this end, we aim to reduce energy consumption by approx. 50% per square foot of occupied space and increase our utilization of renewable energy sources.

Currently, the energy we consume in our operations mainly comprises of grid-purchased electricity from non-renewable sources, as well as some amount of fuel consumption through DG sets at our various locations. Aiming to increase the share of renewables in our energy mix, we have invested in solar energy to power two of our distribution centres. We are also reducing energy use across our whole value chain - including our own operations and logistics activities and throughout our supply chain. Further to enhance energy efficiency at our stores, we're deploying Internet of Things (IoT) and energy-saving technologies.

# Business Responsibility & Sustainability Report

## Essential Indicators

### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24	FY 2022-23*
<b>From renewable sources (in Giga Joules)</b>		
Total electricity consumption (A)	1,786.36	1,244.91
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	1,786.36	1,244.91
<b>From non-renewable sources (in Giga Joules)</b>		
Total electricity consumption (D) (Grid)	6,19,713.98	4,27,057.18
Total fuel consumption (E)	33,818.44	29,193.85
Energy consumption through other sources (F)	2,373.93	3,241.52
<b>Total energy consumed from non- renewable sources (D+E+F)</b>	6,55,906.35	4,59,492.55
<b>Total energy consumed (A+B+C+D+E+F) (in Giga Joules)</b>	6,57,692.71	4,60,737.46
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	55.15 GJ/Crore	56.69 GJ/Crore
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)**	-	-
<b>Energy intensity in terms of physical output</b>	0.0022 GJ/ product	0.0024 GJ/ product
Energy intensity ( <i>optional</i> ) – the relevant metric may be selected by the entity		

\*Re-calculated energy with updated reporting boundary and hence the numbers for FY 2022-23 has changed as compared to the reported numbers in previous year's Report.

\*\*Since the entire operations of the Company are based in India, the same is not applicable.

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.

Yes, reasonable assurance was conducted by BDO India LLP.

### 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.

No, none of the facilities have been identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	4,77,739.86	2,96,254.71
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	4,77,739.86	2,96,254.71
<b>Total volume of water consumption (in kilolitres)</b>	4,77,739.86	2,96,254.71
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	40.06 kL/Crore	38.39 kL/Crore
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)*	-	-
<b>Water intensity in terms of physical Output</b>	1.56 L / product	1.58 L / product
<b>Water intensity</b> ( <i>optional</i> ) – the relevant metric may be selected by the Entity	-	-

\* Since the entire operations of the Company are based in India, the same is not applicable.

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.

Yes, reasonable assurance was conducted by BDO India LLP.

**4. Provide the following details related to water discharged:**

The Company operates in the retail fashion industry, sourcing garments from external vendors, designing them in-house, and distributing them through distribution centres to stores. Our water usage is primarily for human consumption, with no need for processed water in our operations. The water withdrawal sources are primarily from third party and ground water sources. However, we remain diligent in our water conservation efforts across our stores, office premises and distribution centers. Since, the water usage is primarily for human consumption we do not collate the information on water discharge.

Parameter	FY2023-24	FY2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of Treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of Treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of Treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of Treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of Treatment		
<b>Total water discharged (in kilolitres)</b>		

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.**

No. The Company does not have any manufacturing units.

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

Not relevant as the Company does not have any stack emissions.

Parameter	Please specify unit	FY 2023-24	FY2022-23
NOx			
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. –



## Business Responsibility & Sustainability Report

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

The environmental impact of the fashion industry encompasses various facets, significantly contributing to the release of greenhouse gases into the environment. Processes such as garment manufacturing by vendors, distribution, logistics transportation, and operational setup constitute a substantial portion of this impact. Our organization adopts a pragmatic approach to crafting its sustainability roadmap, demonstrating its commitment to mitigating the adverse effects of climate change.

As the Company does not operate manufacturing units, emissions are generated largely from electricity/fuel purchased for our stores, distribution centres, and offices.

Parameter	Unit	FY 2023-24	FY 2022-23*
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	4,781.98	6,354.15
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,23,419.08	85,162.03
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Tonnes CO <sub>2</sub> / Crore	10.35	11.86
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)**	-	-	-
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Kg CO <sub>2</sub> / product output	0.42	0.49
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	-	-	-

\*Re-calculated energy with updated reporting boundary and hence the numbers for FY 2022-23 has changed as compared to the reported numbers in previous year's Report.

\*\* Since the entire operations of the Company are based in India, the same is not applicable.

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.

Yes, reasonable assurance was conducted by BDO India LLP.

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

Yes, in our pursuit of carbon emission reduction, we are actively involved in a range of greenhouse gas (GHG) emission reduction initiatives and projects. Some of the key endeavors include:

- **Renewable Energy Procurement:** We have adopted a comprehensive approach to renewable energy integration by investing in capital expenditure and operational expenses models at our distribution centers in Vapi and Pune, respectively. At our Vapi distribution centre, we have successfully generated around 1.8 million units of renewable energy, making strides towards achieving our decarbonization goals. Additionally, the Pune distribution centre has 300 kW capacity of renewable energy through an operational expenditure model, further amplifying our commitment to reducing GHG emissions in our operations.
- **Carbon Offset Program:** Recognizing the importance of offsetting our carbon footprint, we have planted over 200 trees at our distribution centre, afforestation initiatives align with our broader environmental conservation objectives.
- **Implementation of IoT (Internet of Things):** To increase the quantity of energy saved, we focus on leveraging emerging technologies like IoT smart lighting systems at our pilot stores

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

The packaging of apparel and accessories involves considerable use of resources, notably plastic and cardboard, which are used primarily as packing material for the distribution process. The Company is committed to reducing consumption of these resources and ensuring responsible disposal practices.

Waste generated within the Company's operations encompasses various touchpoints including logistics and transport, distribution centres, retail stores and product end-of-life. Waste arising from our operations largely comprises plastics, cardboard, fabric, and metal which are non-hazardous and e-waste which qualifies as hazardous waste.

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	801.68	723.97
E-waste (B)	3.33	5.60
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous wastegenerated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Metal waste :35.76 Scrap (paper and cardboard): 7672.14	Scrap (paper and cardboard): 4249.29
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>8,512.55</b>	<b>4,978.26</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.71 Tonne/Crore	0.64 Tonne/Crore
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)*	-	-
<b>Waste intensity in terms of physical output</b>	0.03 kg / product	0.03 kg / product
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	1,614.69	2,198.73
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>1,614.69</b>	<b>2,198.73</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	6.33	-
(ii) Landfilling	6,888.56	2,774.54
(iii) Other disposal operations	-	-
<b>Total</b>	<b>6,894.89</b>	<b>2,774.54</b>

\* Since the entire operations of the Company are based in India, the same is not applicable.

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.

Yes, reasonable assurance was conducted by BDO India LLP.

## Business Responsibility & Sustainability Report

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

Recognizing the need to address the responsible disposal of plastic waste generated in our stores and warehouses, we have collaborated with vendors for waste collection and recycling. We have officially registered as the brand owner on the EPR portal of the CPCB.

In line with our dedication to circularity and reducing our environmental footprint, we procure biodegradable bags, recycled cardboard, and paper from our suppliers. Embracing innovation, we have introduced rice-paper bags as an eco-friendly alternative to traditional LDPE (Low Density Polyethylene) plastic bags and utilize recycled paper tags on our products.

Our efforts in being resource efficient are supported by our commitment to creating circular economies. The principles of reduce, repurpose/ reuse, and recycle underpin our approach to managing waste generated in our operations sustainably. Further, a centralized waste management system that enables improved traceability of waste supports our endeavors to segregate and dispose different types of waste appropriately. While hazardous waste is safely disposed through authorized vendors, non-hazardous waste is either recycled, or safely disposed through appropriate channels. In FY 2023-24, recycling of non-hazardous waste comprising plastic, metal, paper, and corrugated material from around 200 of our stores ensured that we sent zero waste to landfills.

Plastic packaging plays a crucial role in ensuring product safety and efficient distribution within the Company’s logistics operations. Recognizing this, the Company is actively transitioning towards sustainable packaging solutions. One significant step in this direction is the adoption of compostable plastic, which offers multiple environmental benefits. By incorporating compostable plastic into our packaging, we’re reducing our reliance on non-biodegradable materials and promoting a circular economy.

The Company is taking strides to minimize paper waste by re-considering the use of cardboard boxes in its logistics fleet. Instead, we’re exploring innovative alternatives such as plastic totes for transporting goods to reduce paper waste.

Our commitment to sustainable waste management also encompasses waste reduction initiatives. For example, fabric waste from apparel production is transformed into Do Good Bags, providing opportunities to women from marginalized communities to build livelihoods and improve their lives. This initiative has enabled productive usage of around 0.40 million sq. meters of fabric. Additionally, this initiative also resonates with our evolving customers who prioritize investing in businesses that contribute positively to the planet and society.

**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:**

The Company does not have any material operations in/around ecologically sensitive areas.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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, the Company is compliant with the applicable environmental law/ regulations/ guidelines in India

Sr. No.	Specify the law / regulation /guidelines which was not complied with	Provide details of the non-compliance	Any fines /penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NIL				

**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; (ii) Nature of operations; (iii) Water withdrawal, consumption and discharge in the following format:**

The Company is a retail organization that operates distribution centres, stores and offices. Water withdrawal, consumption and discharge is only for the purpose of domestic use, which is supplied by the respective municipal authorities and local water suppliers. There is no water withdrawal, consumption and discharge in areas of water stress.

Parameter	FY2023-24	FY2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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. —

## Business Responsibility & Sustainability Report

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

The Company will be undertaking Scope 3 emissions estimation based on GHG protocol for relevant categories.

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> Equivalent	-	-
<b>Total Scope 3 emissions per rupee of turnover</b>		-	-
<b>Total Scope 3 emission intensity (optional)</b> – 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. —

### 3. With respect to the ecologically sensitive areas reported at Question 11 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.

The Company does not have any operations in ecologically sensitive areas.

### 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. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Implementation of IoT	We have deployed cutting-edge technologies such as IoT smart lighting systems at our pilot stores and optimized our operations by leveraging IoT technology to automate asset management processes.	We have saved around 10% of energy consumption at selected pilot stores. By implementing IoT and energy efficient technologies, we have not only used less energy and lowered energy costs but have also enhanced customer experience. This has helped our retail outlets to achieve maximum operational effectiveness and daily energy savings.

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

Yes. The Company has a robust Business Continuity Plan (BCP) and Disaster Recovery Plan (DR Plan) that comprehensively address the safeguarding of people, facilities, and critical IT infrastructure across the organization. This strategic framework extends to Enterprise Critical applications, for which a dedicated Disaster Recovery (DR) environment has been established. To ensure the efficacy of these plans, the Company diligently conducts periodic tests, rigorously evaluating the resilience of the BCP and DR mechanisms.

Refer the TATA Disaster response guidelines applicable to all TATA group companies: [<click here>](#)

### 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 is engaged in retailing fashion garments. Cotton stands as the cornerstone of our key raw material, forming the foundation for the creation of our products. As a member of the BCI, we have initiated the use of fabric made of cotton that is sustainably produced and currently around 2% cotton we use comprises of BCI cotton. Better Cotton stands out for its traceability, enabling the end product to be tracked back to its sources and sustainable practices.

**PRINCIPLE 7 BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

We are members of several industry organizations and participate actively in key events, responsibly contributing to charting the industry's growth path. Where appropriate, we undertake policy advocacy through trade and industry chambers and associations or other similar platforms.

**Essential Indicators**

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

The Company has below affiliations/ memberships with trade and industry chambers/ associations.

**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. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Retailers Association of India (RAI)	National
2	Clothing Manufacturers Association of India (CMAI)	
3	Confederation Of Indian Industry (CII)	
4	India Fashion Forum	
5	Better Cotton Initiative (BCI)	
6	Federation Of Indian Chamber of Commerce & Industry (FICCI)	
7	Bombay Chamber of Commerce	
8	Maharashtra Economic Development Council	State

**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
None		

**Leadership Indicators**

**1. Details of public policy positions advocated by the entity:**

The Company engages with esteemed industry bodies such as RAI, CII, and CMAI, representing our interests in response to matters affecting the retail sector.

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others– please specify)	Web Link, if available
—					

# Business Responsibility & Sustainability Report

## PRINCIPLE 8 BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Rooted in the founding philosophy of the Tata Group, our commitment to giving back to society is deeply ingrained in our organizational ethos, thus making it an integral part of the 'Be people conscious' pillar of our Sustainability strategy. We are dedicated to creating social value and uplifting marginalized communities, aligning our CSR programs with initiatives aimed at sustainable socio-economic development.

Our CSR programs are developed and implemented for sustainable development in areas that contribute to the nation's socio-economic development as well as environmental impact mitigation/offsets. Our CSR team collaborates with non-government organizations (NGOs) and beneficiaries to implement various initiatives targeted at promoting sustainable socio-economic development.

Our initiatives primarily focus on education, employability, entrepreneurship and access to potable water.

### 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)	Results communicated in public domain (Yes / No)	Relevant Web link
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:

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable						

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

Our comprehensive grievance redressal mechanism extends to all stakeholders, including communities in the vicinity of where we operate. Community members can reach out to us through the third party contact information provided on the Website, ensuring an open channel for communication.

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

The Company does not engage in manufacturing directly; however, we collaborate with vendors to produce apparels and other retail products. As a result, there is no direct involvement in input material procurement. The final products, bearing our brands, are sold by the Company.

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small Producers (%)	18.43	20.70
Directly from within India (%)	89.81	91.81

#### 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 % of total wage cost

Location	FY 2023-24	FY 2022-23
Rural (%)	0.00	0.00
Semi-urban (%)	0.71	0.24
Urban (%)	8.76	6.17
Metropolitan (%)	90.53	93.59

(Categorized 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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

Sr. No.	State	Aspirational District	Amount spent (In ₹)
1	Gujarat	Dahod	1.74 Crore

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups (Yes/No) - No.  
 (b) From which marginalized /vulnerable groups do you procure - Not Applicable  
 (c) What percentage of total procurement (by value) does it constitute - Not Applicable

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
NIL				

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.

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	To support government school going female students from std 8-10 to improve academically	300	100
2	Supporting selected high school graduates with laptops, living fees, life skill coaching & internships to complete their college graduation	25	100
3	Training 9 <sup>th</sup> std government school students in beauty, mobile & home appliance repair, robotics, jewellery & fashion design	563	100
4	Making entrepreneurs of rural women artisans by training & developing their business, marketing, product strategy skills for their upcycled products	225	100
5	Nursing Care to abandoned infants dealing with trauma, disease and disability	5 nurses	100
6	Building water security for tribal villages in Dahod, Gujarat	7,600 families	100
7	Providing training in stitching to vulnerable rural women to enhance their earnings and livelihood	480	100



# Business Responsibility & Sustainability Report

## PRINCIPLE 9 BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Trent is dedicated to engaging with customers responsibly, creating value through a commitment to transparency and quality. The high standards of product quality underscore the Company's dedication to delivering reliable and satisfactory offerings to its customers. In an effort to empower and engage with our customers, the Company ensures that all relevant information about its products is readily accessible.

### Essential Indicators

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

The Company has established a comprehensive customer grievance mechanism. This empowers customers to seamlessly log complaints or provide valuable feedback. Additionally, customers have the flexibility to share their experiences and insights through social media channels, with our Online Reputation Management (ORM) agency promptly capturing and channeling this feedback for necessary action.

To ensure the efficiency of this customer-centric system, Service Level Agreements (SLAs) are tracked on an ongoing basis. This real-time monitoring reflects our dedication to responsiveness and continuous improvement. By leveraging multiple communication channels and actively monitoring customer interactions, we remain agile in addressing concerns and optimizing customer satisfaction.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	NIL
Safe and responsible usage	100% apparel carry wash care label, which contains instructions for safe & responsible usage.
Recycling and/or safe disposal	NIL

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential Services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices*	5	24 (considering cases filed in previous year(s)/ resolved during the year)	-#	7	20 (considering cases filed in previous year(s)/ resolved during the year)	-#
Others**	1,38,127	65	subsequently resolved	88,694	661	subsequently resolved

\*Pertain to offering carry bags at cost to customers

#These matters are sub-judice and awaiting resolution.

\*\* The complaints increased in the context of our growing online business.

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

	<b>Number</b>	<b>Reasons for recall</b>
Voluntary recalls	0	Not Applicable
Forced recalls	0	Not Applicable

**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 Cyber Security Governance Framework and a Data Privacy Policy. The Data Privacy Policy is available on our brand websites.

In today's digital age, safeguarding information privacy has become a paramount concern for businesses. The Company recognizes the importance of ensuring the security and privacy of the data entrusted to us by our customers, employees, and stakeholders.

As part of our commitment to responsible design, data privacy forms an integral aspect of our approach to information security.

Customers, during their interactions with us, entrust us with their personal information, and we handle this data with the utmost care and security. Similarly, our employees and other stakeholders rely on us to maintain the confidentiality and integrity of their information. In alignment with our broader sustainability strategy, our efforts to enhance information security practices aim to instill trust and confidence among all those who interact with the Company.

Given that cyber-attacks have a significant impact on business, we have established an Information Security Policy and implemented security measures.

**Information Security Management System**

With a focus on enhancing information security and maintaining stakeholders' trust, we have established an information security management system across the organization. This system enables prompt implementation of information security measures, allowing us to safeguard all information assets held by the Company and adhere to relevant laws, regulations, and policies related to information security. We have also put in place a plan for the system to be reviewed and improved regularly.

**Development of internal information security-related policies**

Our Information Security Policy provides guidelines to handle not only personal information but also other information assets. It also serves to make all employees and business partners aware of strict measures that will be taken against information leaks and other security incidents.

**Implementation of appropriate information security measures**

We have implemented organizational, physical, technological, and security management measures so that our information assets are not subjected to unauthorized access, destruction, leakage, or alteration. These measures will be adjusted and adapted when technological and social needs arise.

**Handling Information Security incidents**

The Company has a defined incident management policy as well as a cyber crisis management plan to handle information/cyber security related incidents. Industry standard technologies are also in place to ensure that risks of such incidents are mitigated.

## Business Responsibility & Sustainability Report

### Protection of personal data

We believe we have a responsibility to protect the personal data of our customers, business partners, employees, and others. We not only publish our principles for the protection of personal data, but we also ensure the appropriate handling of personal data through e-learning, internal audits, and other activities. We are in process of aligning with the Digital Personal Data Protection Act, 2023.

### Implementation of internal information security audits

We regularly conduct internal information security audits to verify that security measures are functioning effectively, in accordance with relevant laws and internal regulations and policies. We also conduct annual cyber security maturity assessments to assess ourselves in relation to the industry benchmark.

### Enhancement of information security awareness

Our employees, contract employees, and third parties are provided security education/training so that everyone dealing with our information assets can maintain their integrity. Also, we continue to train our employees to respond to changing information security circumstances.

Moreover, the Company has earned an ISO 27001:2013 certification, signifying the importance we give to information security and the effectiveness of our Information Security Management System. Additionally, our adherence to Payment Card Industry Data Security Standard (PCI DSS) compliance further underscores our efforts to maintain the highest standards of data protection.

**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.**

Not Applicable

**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: Not Applicable
- c. Impact, if any, of the data breaches : Not Applicable

### Leadership Indicators

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

Comprehensive information on all products offered by the Company is accessible on our Website: [<click here>](#)  
We leverage various social media and digital platforms to disseminate engaging information about our diverse range of products.

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

The wash care label affixed to our products serves as a guide for safe and responsible use.

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

Owing to the nature of our retail/apparel business, we do not provide any essential services.

- 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 information on the product as per the laws (Legal Metrology).

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

# Business Responsibility & Sustainability Report

## Annexure I

Sr. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	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)
1.	Talent and workforce	Risk	Expansion of talent pool in a challenging market, with relevant and future ready workforce.  Engagement and retention of key talent.	<ul style="list-style-type: none"> <li>Strengthen talent and performance management to build capacity and capability.</li> <li>Setting up teams for growth and building succession cover for critical jobs.</li> <li>Career path architecture/ leadership success profiles.</li> <li>Continuous and consistent long term incentive plans aligned to individual and organization success.</li> </ul>	Negative
2.	Transparent and ethical business conduct	Risk	Adhering to the Tata Code of Conduct, high ethical standards and remaining compliant.	<ul style="list-style-type: none"> <li>Building a culture of "doing right".</li> <li>Robust compliance program and procedures.</li> <li>Raising awareness - training and communication.</li> <li>Auditing and monitoring.</li> </ul>	Negative
3.	Supply chain sustainability and transparency	Risk	Ethical and responsible work practices in supply chain.  Complete traceability of product from mind to market.  Regulations around emissions generated through business operations.	<ul style="list-style-type: none"> <li>Establish uniform standards for all suppliers in the value chain through SMETA and Trent Vendor Code of conduct.</li> <li>Usage of recycled/recyclable material in the possible areas of value chain.</li> <li>Estimation of environmental impact and building strategy to minimize.</li> </ul>	Negative
4.	Human Rights	Risk	Upholding human rights of the employees in own operations and across supply chain.	<ul style="list-style-type: none"> <li>Raising awareness - training and communication within the Company and among suppliers.</li> <li>Vendor Code of Conduct and Vendor assessments aligned to SMETA.</li> </ul>	Negative
5.	Sustainable Products and Services	Opportunity	Focusing on environmental and social impact across product life cycle.  Portfolio of responsibly sourced products.	—	Positive

## Annexure II

<b>Sustainability Pillar</b>	<b>Goals/ Targets upto FY 2026-27</b>	<b>Progress for FY 2023-24</b>
Responsible by Design	Uniform adoption across 100% merchandise vendors Trent Vendor Code of Conduct.	Trent Vendor Code of Conduct covering Tata Code of Conduct is being implemented across all suppliers.
	All merchandise vendors to be assessed on SEDEX SMETA 4 pillar comprising Labour, Health & Safety, Environment, Business Ethics practices.	85% of the product suppliers by value are compliant with SMETA 4 pillar standards.
Resource Efficiency	Replace use of fossil fuel-based energy to renewable energy by 50% of intensity per sq. ft. and reduce consumption by 10% per sq. ft.	Installation of IoT in 112 stores for continuous data monitoring, energy efficient operations and customer experience. Installation of Dx inverter ACs in stores for efficient cooling and energy savings. Uniform implementation of LEDs across all stores, warehouse and office premises.
	Zero usage of non-recyclable packaging materials in the value chain.	Converting LDPE plastic bags to compostable bags. Use of recycled paper tags on garments converting from plastic tags. Recycling of plastic, paper and metal waste from 200 stores. Piloted use of plastic totes instead of cardboard boxes.
People Conscious	Improving Employee Wellbeing Index.	Excelled on employee engagement parameters moving beyond engagement to wellbeing.

# Independent Assurance Statement

To,  
Trent Limited  
Trent House, G-Block, Plot No. 60,  
Beside Citi Bank, Bandra Kurla Complex,  
Bandra (East), Mumbai 400 051

**Independent Assurance Statement to Trent Limited on select non-financial sustainability disclosures in the Business Responsibility and Sustainability Report for the financial year 2023-24.**

## Introduction and objective of engagement

Trent Limited (the 'Company') has developed its **Business Responsibility and Sustainability Report (BRSR)** (the 'Report') based on the BRSR reporting guidelines including the BRSR Core indicators prescribed by SEBI for listed entities. The reporting criteria have been derived from the Principles of National Guidelines on Responsible Business Conduct (NGRBC), and Greenhouse Gas (GHG) Protocol - A Corporate Accounting and Reporting Standard.

BDO India LLP was engaged by the Company to provide independent assurance on BRSR Core indicators of the Report that includes the Company's performance for the period 1<sup>st</sup> April 2023 through 31<sup>st</sup> March 2024.

## The Company's responsibilities

The report content and its presentation are the sole responsibilities of the management of the Company. The Company management is also responsible for the design, implementation, and maintenance of internal controls relevant to the preparation of the Report, so that it is free from material misstatement.

## BDO's responsibilities

BDO's responsibility, as agreed with the management of the Company, is to provide reasonable assurance on the non-financial information of the BRSR Core indicators as described in the 'Scope & boundary of assurance' section below. We do not accept or assume any responsibility for any other purpose or to any other person or organization. Any reliance a third party may place on the Report is entirely at its own risk.

## Assurance standard

We conducted our assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" and ISAE 3410, "Assurance Engagements on Greenhouse Gas Statement" issued by the International Auditing and Standards Board. We applied the criteria of 'Reasonable' assurance.

## Scope & boundary of assurance

We have assured non-financial information of the BRSR Core indicators<sup>1</sup> in the Report, pertaining to the Company's performance for the period 1<sup>st</sup> April 2023 through 31<sup>st</sup> March 2024.

The reporting scope and boundary cover the Company's operations. Verification of non-financial sustainability performance data was conducted at the following sites, on sample basis, based on our professional judgement:

- Corporate Office, Mumbai
- Backoffice, Pune
- Distribution Centre- Wagholi, Pune
- Stores
  - Westside (W011), Army Navy, Mumbai
  - Westside (W256), Utopia Mall, Mumbai
  - Zudio (Z116), Yashprabha, Mumbai

<sup>1</sup> SEBI vide SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023

## Assurance methodology

Our assurance process entails conducting procedures to gather evidence regarding the reliability of the disclosures covered in the assurance scope. We conducted a review and verification of data collection, collation, and calculation methodologies, and a general review of the logic of inclusion/ omission of relevant information/ data in the Report. Our review process included:

- Evaluate and assess the appropriateness of the quantification methods used to arrive at the non-financial sustainability information of the BRSR Core indicators in the Report;
- Review of consistency of data/information within the report as well as between the report and source;
- Engagement through discussions with personnel at both corporate and business unit levels who are accountable for the data and information presented in the report;
- Execution of an audit trail of claims and data streams, to determine the level of accuracy in collection, transcription, and aggregation;
- Review of data collection and management procedures, and related internal controls.

## Inherent limitations

There are inherent limitations in an assurance engagement, including, for example, the use of judgment and selective testing of data. Accordingly, there are possibilities that material misstatements in the sustainability information of the BRSR Core indicators in the Report may remain undetected.

The assurance scope excludes:

- Data and information outside the defined reporting period (1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024);
- Review of the 'economic and/or financial performance indicators' included in the Report or on which reporting is based; we have been informed by the Company that these are derived from the Company's audited financial records;
- The Company's statements that describe the expression of opinion, belief, inference, aspiration, expectation, aim, or future intention.

## Our observations

The sustainability disclosures of the Company, as defined under the scope and boundary of assurance, are fairly reliable and the Company has appropriately consolidated data from different sources at the central level. The Company may consider adopting standardised protocols for data management and reporting of environmental data across all the units.

## Our conclusion

We have reviewed the select non-financial sustainability disclosures of the BRSR Core indicators in the "Report" for the reporting period from 1<sup>st</sup> April 2023 through 31<sup>st</sup> March 2024.

Based on the scope of our review, we conclude that the non-financial sustainability disclosures as mentioned in 'Scope and boundary of assurance' reasonably fulfil the criteria of relevance, completeness, reliability, neutrality, and understandability.

## Our assurance team and independence

BDO India LLP is a professional services firm providing services in Advisory, Assurance, Tax, and Business Advisory Services, to both domestic and international organizations across industry sectors. Our non-financial assurance practitioners for this engagement are drawn from a dedicated Sustainability and ESG Team in the organization. This team is comprised of multidisciplinary professionals, with expertise across the domains of sustainability, global sustainability reporting standards and principles, and related assurance standards. This team has extensive experience in conducting independent assurance of sustainability data, systems, and processes across sectors and geographies. As an assurance provider, BDO India LLP is required to comply with the independence requirements set out in the International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants. Our independence policies and procedures ensure compliance with the Code.

## For BDO India LLP

Indra Guha  
Partner | Sustainability & ESG  
Business Advisory Services  
Gurugram, Haryana  
29 April 2024