

Kaya Limited

December 4, 2020

To,

BSE Limited
Market Operations Department,
1st Floor, Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400001
BSE Scrip Code: 539276

National Stock Exchange of India Limited
'Exchange Plaza', 5th Floor,
Plot No. C/1, G Block,
Bandra Kurla Complex,
Bandra(E), Mumbai 400051
NSE Symbol: KAYA

Subject: Business Responsibility Report for the Financial Year 2019-20

Dear Sir/Madam,

Please find attached herewith the Business Responsibility Report for the financial year ended March 31, 2020.

We also confirm that the same has been sent to the shareholders of the Company.

This is for your information and records.

For **Kaya Limited**,

Nitika Dalmia
Company Secretary &
Compliance Officer

Section A – General Information about the Company

1	Corporate Identity Number (CIN) of the Company	L85190MH2003PLC139763
2	Name of the Company	Kaya Limited
3	Registered address	23/C, Mahal Industrial Estate, Mahakali Caves Road Near Paperbox Lane, Andheri (East) Mumbai 40009
4	Website	www.kaya.in
5	E-mail id	investorrelations@kayaindia.net
6	Financial year reported	01-April-2019 to 31-March-2020
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Skin Care & Hair Care NIC : 86201
8	List three key products/services that the Company manufactures / provides (as in balance sheet)	Services:- <ul style="list-style-type: none"> • Laser Hair Reduction; • Anti-Ageing services; • Brightening and pigmentation
9	Total number of locations where business activity is undertaken by the Company	
	1. Number of international locations (Provide details of major 5)	23 clinics in Middle East Region
	2. Number of national locations	Corporate Office : Mumbai Operations: 93 clinics across India 900+ product outlets across India
10	Markets served by the Company - local / state / national / international	National & International

Section B – Financial Details of the Company

1	Paid-up Capital (₹)	13,064,091 paid up equity share of Rs 10 each aggregating to Rs 130,640,910
2	Total Turnover (₹)	Rs 20,434.36 lakhs
3	Total Profit (loss) after Taxes (₹)	Rs (3,436.83) lakhs
4	Total spending on Corporate Social Responsibility (CSR) as percentage of Profit after Tax (%)	NIL
5	List of activities in which the above expenditure has been incurred	In view of the negative average net profit of the Company during the three immediately preceding financial years, the Company was unable to spend on CSR activities.

Section C – Other Details

1	Does the Company have any Subsidiary Company / Companies?	Yes
2	Do the Subsidiary Company / Companies participate in the BR initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	No
3	Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]	No

Section D – BR Information

a. Details of the Director / Directors responsible for implementation of the BR (Business Responsibility) policy / policies

1	# DIN number	00210342
2	# Name	Harsh Mariwala
3	# Designation	Chairman & Managing Director

b. Details of the BR head

1	# DIN number (if applicable)	Not Applicable
2	# Name	Mr. Rajiv Nair
3	# Designation	CEO – Kaya Group
4	# Telephone number	022- 6619 5012
5	# e-mail id	rajivn@kayaindia.net

1. Principle-wise (as per NVGs) BR policy/policies (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

- P1 Business should conduct and govern themselves with Ethics, Transparency and Accountability
- P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
- P3 Businesses should promote the wellbeing of all employees
- P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
- P5 Businesses should respect and promote human rights
- P6 Business should respect, protect, and make efforts to restore the environment
- P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
- P8 Businesses should support inclusive growth and equitable development
- P9 Businesses should engage with and provide value to their customers and consumers in a responsible manner

Principle-wise (as per NVGs) BR policy/policies (Reply in Y/N)

		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy or policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)*	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	Y	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy / policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy /policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency**	Y	N	Y	N	N	N	N	N	Y

*The policies conform to the principles laid down in the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, National Guidelines on responsible business conduct notified by Ministry of Corporate Affairs, Government of India.

**The Company is working on developing and improving its systems for evaluating the implementation of the policies. The policies are evaluated internally from time to time and updated whenever required.

2. Governance related to BR

1	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, annually, more than 1 year	Annually
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	The Company publishes a BR. The BR can be accessed using the link www.kaya.in and forms part of the annual report.

Principle 1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability**1. Does the policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The Kaya Code of Conduct policy provides guidelines on ethics that is to be abided by all employees. The Kaya Code for Business Ethics is to be abided by the business associates.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Total 8 cases were received and resolved during the financial year 2019-20. 100% were satisfactorily resolved by the management.

Principle 2 - Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

All the Products are as per designed and developed as per “Bureau of Indian standards” & are tested for safety. Kaya makes a conscious effort in using recyclable packaging for all its products.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

Kaya doesn't use any materials in its formulations which are hazardous to the environment. Kaya follows all guidelines specified by the government on responsibly disposing off bio medical waste and also expired/ damaged inventory of finished goods.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional)

- a. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
Not Applicable
- b. Reduction during usage by consumers (energy, water) has been achieved since the previous year?
Not Applicable

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

- (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.
Kaya seeks to instill good environmental, social and governance practices (ESG) in its upstream supply chain by encouraging its supply chain partners to adopt highest level of standards.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

- (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?
While the criteria for selection of goods and services is quality, reliability and price and encouragement of localized purchase instead of Import of goods.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The Company currently doesn't have any mechanism to recycle products and waste but has tied up waste management suppliers for ecofriendly disposal of bio medical waste in accordance to govt rules & regulations.

Principle 3 – Businesses should promote the well-being of all employees.

No.	Questions	Information as on 31.03.2020
3.1	Please indicate the Total number of employees	859
3.2	Please indicate the Total number of employees hired on temporary/contractual/casual basis	261
3.3	Please indicate the Number of permanent women employees.	749
3.4	Please indicate the Number of permanent employees with disabilities	0
3.5	Do you have an employee association that is recognized by management.	Not applicable

No.	Questions	Information as on 31.03.2020	
3.6	What percentage of your permanent employees is members of this recognized employee association?	Not applicable	
3.7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	There are no complaints.	
3.8	What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?	Employee categories	% Trained on safety & skill upgradation training
		(a) Permanent Employees	85%
		(b) Permanent Women Employees	90%
		(c) Contractual Employees	65%
		(d) Employees with Disabilities	NA

Principle 4 – Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

1. Has the company mapped its internal and external stakeholders?

Yes. The Company has mapped its stakeholders and they include, but are not limited to, Shareholders, employees, customers, business partners, suppliers.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

No

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

Not Applicable.

Principle 5 – Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Kaya Code of Conduct policy provides guidelines on ethics that is to be abided by all employees. The Kaya Code for Business Ethics is to be abided by the business associates.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No complaints have been received for violation of human rights.

Principle 6 – Businesses should respect, protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

The Policy is applicable to the Company.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

Kaya is committed to optimising energy consumption.

3. Does the company identify and assess potential environmental risks? Y/N :

Not Applicable.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Not Applicable

5. Has the company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

As on date, the Company does not have any project registered with Clean Development Mechanism (CDM), but we are having various initiatives related to clean technology.

The employees are encouraged and informed regularly on effective utilization of natural resources like water, conservation of fuel and on electricity consumption.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Not Applicable.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Not applicable

Principle 7 – Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

- (a) Retailers association of India
- (b) Federation of Indian Chambers of Commerce & Industry
- (c) Confederation of Indian industry (CII)
- (d) Beauty & Wellness Association of India (BWA)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

No

Principle 8 – Businesses should support inclusive growth and equitable development.

1. Does the company have specified program/initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof?

Kaya's workforce largely consists of women and our clinics are the epitome of collaborative effort and engagement with and between people.

Kaya has one of the most diverse organisations in the Retail Services sector with over 90% employees being women.

We partnered with various NGOs to reach out to potential candidates and provide them with a sustainable livelihood through employment at Kaya. We conduct sensitivity training to ensure that the recruited employees feel safe and comfortable with us.

Kaya also focusses on the Physical and mental wellbeing of our employees. We have a dedicated phone line for employees to reach out in case they face mental health challenges & we also conduct work shops to address mental health challenges.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

The community dependent programs are either implemented directly or in partnership with NGOs/external agencies etc.

3. Have you done any impact assessment of your initiative?

We constantly conduct impact assessments of our initiatives which help us to evaluate our progress.

4. What is your Company's direct Contribution in community development project – Amount in INR and the details of the projects undertaken.

At Kaya we have created an inclusive environment, leading to an increase in the number of clients who identify as Transgenders. At Kaya our singular aim is to provide an equal opportunity and harassment free workplace not just for our employees but also our clients. This has led to an increase in the number of clients who identify as Transgenders.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Our workforce largely consists of women. At Kaya it is our constant endeavor to reach out to more individuals and impact more lives. We encourage referral scheme that encourages our employees to refer any one from their community to join Kaya.

Principle 9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year

0.78% customer complaints and 7 consumer cases are pending as on March 31, 2020.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)

Yes

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so

No case is filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior.

4. Did your company carry out any consumer survey/ consumer satisfaction trends

Yes