

# SHOPPERS STOP

SEC/34/2023-24

June 30, 2023

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

**Sub: Business Responsibility and Sustainability Report (BRSR)- Annual Report FY 2022-23**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed the Business Responsibility and Sustainability Report for the financial year 2022-23, which forms part of the Annual Report for the financial year 2022-23.

The aforesaid documents along with full set of Annual Report and Notice of 26th Annual General Meeting are available on the corporate website of the Company at <https://corporate.shoppersstop.com/investors/annual-report/>.

Kindly take the same on record.

Thank you.

Yours truly,

For **Shoppers Stop Limited**

**Vijay Kumar Gupta**

**Vice President- Legal, Company Secretary & Compliance Officer**

ACS No: 14545

Encl: A/a

**Shoppers Stop Limited**

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

# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L51900MH1997PLC108798
2. Name of the Listed Entity	Shoppers Stop Limited
3. Year of incorporation	1997
4. Registered office address	Umang Tower, 5th Floor, Mindspace, Off. Link Road, Malad (West), Mumbai - 400 064.
5. Corporate address	Umang Tower, 5th Floor, Mindspace, Off. Link Road, Malad (West), Mumbai - 400 064.
6. E-mail	<a href="mailto:company.secretary@shoppersstop.com">company.secretary@shoppersstop.com</a>
7. Telephone	022-42497000
8. Website	<a href="http://www.shoppersstop.com">www.shoppersstop.com</a>
9. Financial year for which reporting is being done	April 1, 2022 to March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital	₹54.83 Crores

### 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report

Name	Mr. Vijay Kumar Gupta (VP-Legal, CS & Compliance Officer)
Telephone Number	022-42497000
Email Address	<a href="mailto:company.secretary@shoppersstop.com">company.secretary@shoppersstop.com</a>

### 13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together): on Standalone Basis pertaining only to Shoppers Stop Limited

### II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Trade	Retail Trading	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Fashion Retail business	477	100

### III. Operations

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

Location	Number of plants	Number of offices	Total
National*	Not Applicable	98 Departmental stores, 7 HomeStop stores, 142 Beauty stores, 23 Airport stores, 1 Service Office 4 Warehouses	275
International*	Not Applicable	Nil	Nil

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

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

Locations	Number
National (No. of States)	22 States
International (No. of Countries)	Nil

**b. What is the contribution of exports as a percentage of the total turnover of the entity? – Not Applicable****c. A brief on types of customers**

Our customers broadly fall into three categories i.e Personal Shoppers, Digital Shoppers and walk in customers:-

- Personal Shoppers Service is one of India leading Omni-channel service which provide personalised assistance at stores as well as digitally.
- Digital Shoppers connect through video call, or chat messenger services available on our e-commerce website and app.
- Customers also connect via pre-booking appointment from online or directly walk in at stores.

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

S.No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>					
1. Permanent (D)	6,319	4,425	70.03	1,894	29.97
2. Other than Permanent (E)	1,918	1,452	75.70	466	24.30
3. <b>Total employees (D + E)</b>	8,237	5,877	71.35	2,360	28.65
<b>WORKERS</b>					
4. Permanent (F)			Nil		
5. Other than Permanent (G)					
6. <b>Total workers (F + G)</b>					

**b. Differently abled Employees and workers:**

S.No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>					
1. Permanent (D)	182	148	81.32	34	18.68
2. Other than Permanent (E)	0	0	0	0	0
3. <b>Total differently abled employees (D + E)</b>	182	148	81.32	34	18.68
<b>DIFFERENTLY ABLED WORKERS</b>					
4. Permanent (F)			Nil		
5. Other than Permanent (G)					
6. <b>Total differently abled workers (F + G)</b>					

**19. Participation/Inclusion/Representation of women**

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	3	0	0%

## 20. Turnover rate for permanent employees and workers

Particulars	FY 2022-2023 (Turnover rate in current FY)			FY 2021-2022 (Turnover rate in previous FY)			FY 2020-2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	<b>55.55%</b>	<b>53.18%</b>	<b>54.82%</b>	37.37%	40.79%	38.39%	50.26%	56.20%	52.01%
<b>Permanent Workers</b>	Not Applicable								

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

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

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

During the year under review, Crossword Bookstores Private Limited (earlier Crossword Bookstores Limited) wherein the Company held 49% equity stake on April 1, 2022; ceased to be an Associate Company of your Company w.e.f October 12, 2022, by virtue of the Company initially disposing off 19.5% of its stake on April 8, 2022 and another 19.5% of its stake on October 12, 2022.

## VI. CSR Details

22. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013:** (Yes/No) : Yes.

(ii) **Turnover (in ₹) :** ₹3,998.36 Crores (Standalone)

(iii) **Net worth (in ₹) :** ₹231.95 Crores (Standalone)

## VII. Transparency and Disclosures Compliances

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

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 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Not Applicable	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	No	Nil	Nil	-	Nil	Nil	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	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
Shareholders	<a href="https://corporate.shoppersstop.com/investors/shareholder-query/">https://corporate.shoppersstop.com/investors/shareholder-query/</a> and <a href="https://scores.gov.in/scores/Welcome.html">https://scores.gov.in/scores/Welcome.html</a>	3	Nil	All the complaints were in respect of request for statutory documents.	Nil	Nil	
Employees and workers*	Yes, available on Company intranet <a href="http://www.spandhan.in/Pages/SSHHome.aspx">http://www.spandhan.in/Pages/SSHHome.aspx</a>	1	Nil	-	Nil	Nil	-
Customers**	Yes, <a href="https://www.shoppersstop.com/">https://www.shoppersstop.com/</a>	1,53,505	6	***	2,01,985	1,143	***
Value Chain Partners	No	Nil	Nil	-	Nil	Nil	-
Other (please specify)	No	Nil	Nil	-	Nil	Nil	-

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

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

\*\*\* The number of customer complaints / queries are not comparable with that of the previous year as in FY 2022, owing to the pandemic. Also, in FY 2023 the complaints / queries increased in the context of our significantly enlarging the scale of online business.

#### 24. 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 following format.

S. 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	Saving of Electricity at stores by implementation of IOT solutions that will monitor and control temperatures.	Opportunity (O)	Saving of cost and conservation of natural resources (Opportunity)	Not Applicable	Cost efficient (positive implication)
2	Use of fabrics for garments which are sustainable (using Bamboo Cotton, Linen, plastic waste, etc.)	Opportunity (O)	Conservation of natural resources & Recycling of plastics (Opportunity)	Not Applicable	Cost negative
3	Reducing / Reuse of plastic (usage of 100% biodegradable corn bags for packaging and recycling of plastic).	Opportunity (O)	Reduction of pollution (Opportunity)	Not Applicable	Cost negative
4	Usage of CNG / Electric Vehicles for transportation of merchandise	Opportunity (O)	Saving of cost and conservation of natural resources (Opportunity)	Not Applicable	Cost efficient (positive implication)

## 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.

<b>Principle wise (as per NVGs) BR Policies</b>										
<b>P1</b>	Ethics, Transparency and Accountability									
<b>P2</b>	Product Responsibility									
<b>P3</b>	Wellbeing of Employees									
<b>P4</b>	Responsiveness to Stakeholders									
<b>P5</b>	Human Rights									
<b>P6</b>	Environmental Responsibility									
<b>P7</b>	Public Policy Advocacy									
<b>P8</b>	Inclusive Growth and Equitable Development									
<b>P9</b>	Engagement with Customers									
<b>Disclosure Questions</b>		<b>P 1</b>	<b>P 2</b>	<b>P 3</b>	<b>P 4</b>	<b>P 5</b>	<b>P 6</b>	<b>P 7</b>	<b>P 8</b>	<b>P 9</b>
<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	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	Note 1:	Policies mandated under the Companies Act, 2013 (the Act) and the Listing Regulations are approved by the Board and is signed by the Managing Director & Chief Executive Officer. Other policies are approved by the Managing Director & Chief Executive Officer/ Functional Heads of the Company, as appropriate from time to time								
	c. Web Link of the Policies, if available	Policies mandated to be displayed on website of the Company as per the Act and Listing Regulations are displayed at <a href="https://corporate.shoppersstop.com/investors/policies/">https://corporate.shoppersstop.com/investors/policies/</a> and all other policies are displayed on intranet platform 'Spandhan'								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
4.	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	No	No	No	No	No	No	No	No	No
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes
<b>Governance, leadership and oversight</b>										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements									
	Name of Director responsible for the Business Responsibility Report	Venu Nair, Managing Director & CEO								
	Highlights of ESG related challenges	<p>Your Company is a very responsible corporate which places great emphasis on ensuring that its operations are conducted in an ethical, responsible and sustainable manner, meeting (exceeding) expectations of society and the government, with minimum carbon footprint and upholding stakeholders interest.</p> <p>Your Company is a retailer and does not have its manufacturing plants. Hence, while the Company does not have its own manufacturing set-up where a lot can be done on operating plants in a sustainable manner, within its scope of operations, your Company is making its best efforts to create a positive impact on the environment.</p>								

	The highlights include, measures for conservation of energy at stores by implementation of IOT solutions that will monitor and control temperatures, resulting in reduction of electricity units and consequent savings in CO <sub>2</sub> gas emissions to the tune of 384 tonnes. Other endeavors include use of fabrics for garments which are sustainable (using Bamboo Cotton, Linen, plastic waste, etc.) and use of CNG / Electric vehicles for its logistics. Further the emphasis of your Company is on setting up / renovating stores with environmentally sustainable material.
Targets and achievements	<p>In terms of its obligation as a brand owner to reuse / recycle plastic, your Company appointed a CPCB Registered Plastic Waste Processor, which collected and recycled 1108 MT of plastic under EPR guidelines of Plastic Waste Management Rules, 2016.</p> <p>During the year, as per its target, successfully implemented IOT solutions for saving electricity costs for 60 stores and has taken a target for completing the balance stores /service office by Q2 of 2023-24.</p> <p>Your Company continued its journey towards procuring fabrics / garments for its private brands which are sustainable, bio degradable and recyclable to ensure low carbon footprint apart from consuming lesser water for production of those fabrics. This includes use of Livaeco Viscose and, Linen and Recycled polyester and has resulted in saving in emissions to the tune of 43,584 kgs.</p> <p>For the Financial Year 2023-24, your Company is targeting further increase in usage of sustainable fabrics for its private labels.</p> <p>Your Company has further identified certain key areas for laying out the ESG goals of your Company and developing ESG strategies.</p>
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Venu Nair, Managing Director & CEO is responsible for implementation and oversight of the Business Responsibility policy (ies). The Business Responsibility performance would be periodically assessed by the Management / Board of Directors and its Committees
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	

#### 10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	BR policies of the your Company are reviewed periodically or on a need basis by the Management/ Board of Directors and its Committees.									Currently, the Company has not mapped frequency for review of performance and policies however, The Company has been abiding the spirit and content of the Code of Conduct and the applicable laws are captured in the policies framed by the Company.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Your Company is in compliance with statutory requirements as applicable.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	No	No	No	No	No	No	-	No	No
	The internal auditors and GRC function carry out independent audit / evaluation of working of these policies from time to time (including the functioning of the Human Relationship Department). The Company is certified as a Great Place to Work by the Great Place to Work, India, which was engaged to take independent feedback from employees on human rights grievances /complaints.																	

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)	-	-	-	-	-	-	-	-	-
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) <b>Note 1</b>	-	-	-	-	-	-	-	-	-

**Note 1** - While there is no specific policy outlined for Principle 7 (P7), the Company, through trade bodies and associations, puts forth its suggestions.

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

#### Essential Indicators

Segment	Total No of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	Board of Directors and KMPs are periodically updated about the matters relating to economy, business, environment, statute, governance etc., as are necessary to enable them to perform effectively.		
Key Managerial Persons (KMPs)			
Employees other than BOD and KMPs	Upto 9 training sessions organised for each of the mangers and the executives.	Shoppers Stop Limited Code of Conduct <ul style="list-style-type: none"> <li>Insider Trading</li> <li>Whistle Blower Policy</li> <li>Prevention of Sexual Harassment (POSH)</li> <li>Personal Shoppers Training Programme</li> <li>Learn Excel Achieve and Perform Programme (L.E.A.P)</li> <li>Baby Kangaroo</li> <li>Learning Planet</li> <li>Leadership Excellence Accreditation &amp; Development program (L.E.A.D)</li> </ul>	95%
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):**

No fines/penalties/punishment/award/compounding fees/settlement amount is paid beyond the minimum threshold of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the your Company website.

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-



**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
Nil	Nil

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

Your Company has zero tolerance towards bribery and corruption. The same forms a part your Company's HR Handbook and Code of Conduct for Board of Directors and Senior Management which can be accessed at <https://corporate.shoppersstop.com/investors/policies/>. This is further strengthened by having each member of the senior management going through a refresher of the policy every year and signing up to the policy.

Your Company also has a robust Whistleblowing policy for the employees and vendors to report any misconduct and malpractices. The same forms a pillar of your Company's commitment to the highest possible standards of ethical, moral and legal business conduct and its commitment to open communication.

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

Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23 Current Financial Year	Remarks	FY 2021-22 Previous Financial Year	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Nil	0	Nil

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

- Not Applicable.

**Leadership Indicators**

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

The training programmes conducted for the employees are also available for the brand staff at your Company's stores.

**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, your Company observes highest standards of Corporate Governance, with the majority of Directors being Independent Directors. The Directors are also bound by the provisions of the Company's Code of Conduct for Board of Directors and Senior Management (which can be accessed at <https://corporate.shoppersstop.com/investors/policies/>), which deals with related party transactions and any conflict of interest.

The Directors make a yearly disclosure at the beginning of each year of related parties and thereafter give periodical updates in case of any changes. They do not participate in any discussion involving related party transactions and further the related party transactions are reviewed by the Audit Committee and Board before approval (if any) is granted for the same. Entries of transactions are made in the Register of Contracts, disclosures thereof are made to the Stock Exchanges and in the Annual Report.

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

### **Essential Indicators**

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

Your Company is not into manufacturing. Accordingly, no R&D and Capital Expenditure is undertaken in respect of the products sold by your Company.

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

Yes. In respect of Private Labels of your Company, the Company is making a sustained effort to use fabrics which are sustainable (using Bamboo Cotton, Linen, plastic waste, etc.). The procedures involve identification of material which is sustainable and effort are made to use the same.

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

Your Company generally uses fabrics for its private label, which are sustainable (using Bamboo Cotton, Linen, plastic waste, etc.). However, since the Company does not have data of material used in merchandise of other brands sold by the Company, the Company is not in a position to provide the percentage of inputs which are sourced sustainably.

- 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.**

- As your Company is into retail business and into trading the goods there is no hazardous waste generation.
- As a social and environmentally responsible organisation your Company has adopted nil plastics packaging or shopping bags, we are using 100% recyclable paper bags made of corn.
- Your Company has registered itself as a brand owner on the EPR portal of Central Pollution Control Board. In terms of the same, your Company has engaged a CPCB Registered Plastic Waste Processor for collecting and disposing of plastic waste equivalent to its target. The said work is being done in the area of operations of your Company, effectively reducing the plastic waste which would have gone untreated in landfills/water. In terms of same, the agency collected and recycled 1108 MT of plastic under EPR guidelines of Plastic Waste Management Rules, 2016.
- Your Company is receiving the merchandise in 100% recyclable cartons, which your Company re-uses for product replenishment between the DC and Stores and at the end of life of cartons, same will be given for recycling through the scrap vendors.
- As an environmentally responsible organisation, your Company is giving the e-waste to authorised e-waste collectors to be disposed off scientifically.

- 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. Your Company has registered itself as a brand owner on the EPR portal of Central Pollution Control Board. Your Company has registered itself as a brand owner on the EPR portal of Central Pollution Control Board. In terms of the same, your Company has engaged a CPCB Registered Plastic Waste Processor for collecting and disposing of plastic waste equivalent to its target. The said work is being done in the area of operations of your Company, effectively reducing the plastic waste which would have gone untreated in landfills/water.

## 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?**

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

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

Not Applicable for reason as given above. Your Company is conscious of the limited carbon foot print that it may be creating by virtue of using electricity and air conditioners at its stores and distribution centers. In respect to the same your Company has undertaken measures for implementation of Heating, Ventilation, and Air Conditioning (HVAC) efficiency. Similarly your Company uses CNG / electric vehicles for the movement of its merchandise.

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).**

Not Applicable for reason as given above. Your Company is not in production, however it is making sustained efforts to use fabrics which are made of plastic waste, in respect of its private labels.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Re-cycled	Safety Disposed	Re-Used	Re-cycled	Safety Disposed
Plastics (including packaging)	Nil	1108 Metric Tonnes	Nil	Nil	Nil	Nil
E-Waste	Nil	Nil	2.576Metric Tonnes	Nil	Nil	0.323 Metric Tonnes
Hazardous Waste	Nil	Nil	Nil	Nil	Nil	Nil
Other Waste	Nil	Nil	Nil	Nil	Nil	Nil

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

Not Applicable for reason as given above.

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

### Essential Indicators

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

Category	Total (A)	% of workers 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 workers</b>											
Male	3,692	2,826	76.54	3,692	100	0	0	91	2.46	Nil	Nil
Female	1,467	1,230	83.84	1,467	100	33	2.25	0	0	Nil	Nil
<b>Total</b>	5,159	4,056	78.62	5,159	100	33	0.64	91	1.76	Nil	Nil
<b>Other than Permanent workers</b>											
Male								Nil			
Female								Nil			
<b>Total</b>								Nil			

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

Category	Total (A)	% of workers 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 workers</b>											
Male						Nil					
Female						Nil					
<b>Total</b>						Nil					
<b>Other than Permanent workers</b>											
Male						Nil					
Female						Nil					
<b>Total</b>						Nil					

### 2. Details of retirement benefits for Current and Previous FY

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
<b>PF</b>	<b>95.65</b>	-	<b>Y</b>	<b>97.28</b>	-	<b>Y</b>
Gratuity	95.65	-	Y	97.28	-	Y
ESI	54.24	-	Y	59.13	-	Y
Others - Superannuation	0.03	-	Y	0.03	-	Y

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

Yes, All Stores and Service Office of the Company, have ramps and elevators for ease of access for differently abled people. Stores located in Malls have elevators and infrastructure for differently abled individuals.

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

Your Company believes in equal opportunity for all its employees, wherein your Company is committed to providing an inclusive work culture and an environment free from any discrimination. Your Company is governed by Board of Directors and Senior Management, which does not treat anybody differently based on their gender, race, religion, age, disability, sexual orientation, national origin or any other characteristic.

The policy can be accessed at <https://corporate.shoppersstop.com/wp-content/uploads/sp-client-document-manager/1/7347b5e-eb6c1.pdf>.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	97.14%	97.14%	Not Applicable	
<b>Total</b>	<b>99.35%</b>	<b>99.35%</b>		

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees. 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	Yes. Details of mechanism given below.
Other than Permanent Employees	

- Your Company has always believed in open and transparent communication and regularly organises townhall and one to one meeting with reporting managers in order to address grievances, if any.
- Employees are encouraged to share their concerns with their HODs, HR or the members of the Senior Leadership Team.
- Your Company has followed an open-door policy, wherein any employee irrespective of hierarchy has access to the Leadership Team.
- In addition, new employees are sensitised on Code of Conduct, which also forms part of the employee induction programme.
- Your Company on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace by mandatory attendance in workshops and awareness programmes which are held on a regular basis.

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

The Company does not have any employee associations or Union.

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total employees /workers in respective category (A)	No. of employees/ Workers in respective category, who are part of association(s)or Union (B)	% (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)
Total Permanent Employees			Nil			
- Male			Nil			
- Female			Nil			

**8. Details of training given to employees**

Category	Total (A)	FY 2022-23 Current Financial Year				Total (D)	FY 2021-22 Previous Financial Year			
		On health and safety measures		On skill upgradation			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		4425	100	4203	95	3837	3837	100	3837	100
Female		1894	100	1800	95	1565	1565	100	1565	100
<b>Total</b>		<b>6319</b>	<b>100</b>	<b>6003</b>	<b>95</b>	<b>5403</b>	<b>5403</b>	<b>100</b>	<b>5403</b>	<b>100</b>
<b>Workers</b>										
Male					Nil					
Female					Nil					
<b>Total</b>					Nil					

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	650	456	70%	351	238	68%
Female	412	146	35%	81	72	89%
<b>Total</b>	1062	602	57%	432	310	72%
<b>Workers</b>						
Male			Nil			
Female			Nil			
<b>Total</b>			<b>Nil</b>			

## 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, due to the nature of the work, there are no critical occupational health and safety risks. Your Company has periodic internal communications which are sent out to employees and awareness sessions are conducted on safety related aspects. Employees on a pan-India basis are given periodic training on basic and advanced fire safety, including evacuation and mock drills are organised on time to time basis.

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

There are various checklists in place at store levels which is religiously updated by the Administration & Maintenance every day.

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

Not Applicable, since your Company does not have any workers.

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

Yes

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

Safety Incident/Number	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable

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

- Menstrual Leave was introduced this year for all female employees, enabling a balanced work place for taking care of themselves. At the service office, all the employees are provided with Work from Home (WFH) facility to maintain appropriate work life balance. Periodic Health Check-ups are conducted for bringing both awareness and alertness for any serious health concerns, ensuring that the employee does not ignore his own health; Regular Group Mediclaim policies for all the employees and their immediate family members are provided by the Company to take care of their finances in times of any health related crises in the family.

- Post the pandemic Mental Health has been a new challenge and we have hence identified this as an area of concern. Hence for addressing this concern for Mental Wellness, we have tied up with reputed & professional agency in this space. This facility provides a platform for any employee, across the country to seek help, whenever needed for himself & for his immediate family members for any issues related to stress and depression. It also provides counselling for employees who need help.
- We also proactively support all our employees to join the Volunteering initiatives to support social causes of various NGO's across the Country; we believe doing something for others in Society helps an individual to grow within and provides a deep sense of gratitude and satisfaction to what one has already received from the universe. This in turn supports the mental health of the person providing the volunteering service
- We have appointed a general Physician in office premises for any employee to approach them for any consulting needed for their health concerns. We have created a recreational area inside the office premises for providing temporary breaks from office routine to engage the employee into various activities and games of their interest apart from deployment of fitness equipment's for working on their physical fitness aspect as well.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

**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	Not Applicable
Working Conditions	Not Applicable
Since, Your Company is not into manufacturing business aforesaid assessments are not applicable.	

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

For the safety of the employees from hazards arising out of electricity and fire, your Company has implemented/ installed the following measures/equipments:

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

**Leadership Indicators**

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

Yes, Employees are covered under Life Insurance.

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

Your Company's financial processes/systems are designed to release payments to third party manpower service providers, like the Security and Housekeeping agencies, only after the proof of payments/dues of deposition with the ESIC, PF authorities are provided on a month on month basis for their staff deployed at your Company's location.

Your Company also ensures that its value chain partners make the payment of statutory dues and your Company avails the GST credit only to that extent as well.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated Total no. of affected employees/workers and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

Yes, Company provides various programme assistance and training sessions to facilitate continued employability.

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

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

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

Currently, your Company does not have any significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

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

**Essential Indicators**

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

Your Company respects the interest of and is responsive towards all stakeholders. Your Company has identified its stakeholders and ensures periodic and effective communication with them. Key categories of internal and external stakeholders comprise customers, vendors and suppliers, employees, shareholders, investors, government and regulatory authorities and communities at large. Your Company regularly interact with these stakeholders. Your Company has well-established, adequate grievance redressal systems for customers, employees and shareholders. Special initiatives are taken by your Company to engage with the marginalised stakeholders, as part of Company's CSR initiatives of your Company.

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

Your Company discloses all relevant information about its products, business and financial performance and other statutory information on its website and other media communications to ensure effective and continuous stakeholder engagement from time to time.



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

### Leadership Indicators

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

Your Company has always maintained transparency between stakeholders and the Board on the feedback received from the stakeholders on economic and social topics. In view of your Company not being engaged in manufacturing, there are very limited environmental issues so arising. The Board of Directors are informed by the senior management team in the quarterly meetings of the feedback received from various stakeholders and the proposed and planned initiatives to be considered by your Company.

**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, your Company uses the feedback received from stakeholders for identification and management of environmental and social topics affecting your Company. Your Company is working on implementation of ESG aspects and stakeholders feedback and consultation would help to identify important aspects on environmental, and social topics.

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

Your Company is working with MSME vendors and helping them to grow. Further, your Company is engaged in CSR activities from past many years which focuses on vulnerable/marginalised stakeholder base.

## PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### Essential Indicators

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	4425	4425	100	5403	5403	100
Other than Permanent	1894	1894	100	1473	1473	100
<b>Total</b>	<b>6319</b>	<b>6319</b>	<b>100</b>	<b>6876</b>	<b>6876</b>	<b>100</b>
<b>Workers</b>						
Male						Nil
Female						Nil
<b>Total</b>						Nil

## 2. Details of minimum wages paid to employees in the following format

Category	Total (A)	FY 2022-23 Current Financial Year				Total (D)	FY 2021-22 Previous Financial Year			
		Equal to minimum wage		More than minimum wage			Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (B/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	3401	987	29.02	24.14	70.98	<b>3,837</b>	<b>883</b>	<b>23.01</b>	<b>2,954</b>	<b>76.99</b>
Female	1473	479	32.52	994	67.48	<b>1,565</b>	<b>351</b>	<b>22.43</b>	<b>1,214</b>	<b>77.57</b>
<b>Other than Permanent</b>										
Male	1025	1025	100	0	0	<b>1,119</b>	<b>1,119</b>	<b>100</b>	<b>0</b>	<b>0</b>
Female	421	421	100	0	0	<b>354</b>	<b>354</b>	<b>100</b>	<b>0</b>	<b>0</b>
<b>Workers</b>										
<b>Permanent</b>										
Male										Not Applicable
Female										Not Applicable
<b>Other than Permanent</b>										
Male										Not Applicable
<b>Female</b>										Not Applicable

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in Lakhs)	Number	Median remuneration/salary/wages of respective category (₹ in Lakhs)
Board of Directors (BoD)	9	11.62	2	6.75
Key Managerial Personnel	3	275.00	0	Nil
Employees other than BoD and KMP	4,417	3.01	1,889	3.21
Workers	Nil	Nil	Nil	Nil

## 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 CHRO is responsible for addressing human rights impacts or issues caused or contributed to by the business.

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

Human rights are a non-negotiable priority for your Company. Your Company's Unified Code of Conduct, which extends to all employees, business partners and third-party contractors, clearly articulates your Company's values of promoting utmost respect for human rights. Your Company adheres to all statutes that embody the principles of human rights, such as prevention of child labour, empowerment of women, civil liberties, non-discrimination, etc. Your Company proactively takes corrective measures to mitigate any breach in the above-mentioned matters.

**6. Number of Complaints on the following made by employees**

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	20	0	The complaints received were investigated by the POSH Committee and necessary actions were taken on the same. The status on the complaints was placed before the Board and NRC periodically.	13	0	The complaints received were investigated by the POSH Committee and necessary actions were taken on the same. The status on the complaints was placed before the Board and NRC periodically.
Discrimination at workplace Child Labour						
Forced Labour/ Involuntary Labour						Nil
Wages						
Other human rights related issues						

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

- Independent Internal Committee (IC) drawn from leadership team, takes independent decisions and actions as per Sexual Harassment at Workplace Act 2013.
- Whistle Blower complaints are anonymised and shared with the Audit Committee of the Board at quarterly reviews.

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

Yes, Human rights are a non-negotiable priority for your Company. Your Company adheres to all statutes that embody the principles of human rights, such as prevention of child labour, empowerment of women, civil liberties, non-discrimination, etc. These form part of the obligations to be complied by your Company's vendors under the business agreements and contracts signed by the your Company with them.

**9. Assessments for the year:**

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

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

Not Applicable.

**Leadership Indicators**

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

Your Company undertakes a review of its business processes periodically to identify any issues which may give rise to human right grievances/complaints. In view, of this being a continuous process, no specific business process can be identified as being modified/introduced as a result of addressing human rights grievances/complaints.

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

Your Company conducts due diligence through internal assessments. Further, third party vendors like, Great Place to Work (GPTW) were engaged to take independent feedback from employees on human rights grievances / complaints.

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

Yes, at Stores and Services Office.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual harassment	No assessment was conducted. However, the Sexual Harassment Policy of your Company extends to the brand staff stationed at your Company stores.
Discrimination at workplace	
Child Labour	The vendors are contractually bound to comply with the aforesaid requirement. Further, your Company conducts periodical checks in respect of the brand staff to ensure compliance.
Forced Labour/Involuntary Labour	
Wages	
Others - please specify	

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

Not Applicable.

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

**Essential Indicators**

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

Parameter	<b>FY 2022-23 Current Financial Year</b>	<b>FY 2021-22 Previous Financial Year</b>
Total electricity consumption (A)	<b>81,030,446</b>	4,53,18,501
Total fuel consumption (B)	<b>Not Applicable</b>	Not Applicable
Energy consumption through other sources (C)	<b>Not Applicable</b>	Not Applicable
Total energy consumption (A+B+C)	<b>81,030,446</b>	4,53,18,501
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	<b>Not Applicable</b>	Not Applicable
Energy intensity (optional) – the relevant metric may be selected by the entity	<b>Not Applicable</b>	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.**

No

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

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

Your Company's usage of water is primarily restricted to human consumption purposes only. Efforts have been made to ensure that water is consumed cautiously in the stores and service office premises. Sensor taps are installed in service office washrooms to save on water consumption.

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Water withdrawal by source (in kilolitres)	Nil	Nil
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	Nil	Nil
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Your Company receives water at the stores from the Mall management and the same is not metered. Accordingly, the quantity of the water consumption cannot be identified.	
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>Nil</b>	<b>Nil</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>Nil</b>	<b>Nil</b>
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>	<b>Nil</b>	<b>Nil</b>
<b>Water intensity (optional) - the relevant metric may be selected by the entity</b>	<b>Nil</b>	<b>Nil</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.**

Not Applicable

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

Not Applicable

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

Since, your Company is not into Manufacturing Business and does not have any Plants or manufacturing units, air emissions are not applicable.

Parameter	Please specify unit	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Not Applicable	
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.**

Not Applicable

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

Since, your Company is not into manufacturing business and does not have any plants or manufacturing units, air emissions are not applicable.

Parameter	Unit	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total Scope 1 emissions (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	Not Applicable	Not Applicable
Total Scope 2 emissions (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	Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emissions per rupee of Turnover		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional)		Not Applicable	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.**

Not Applicable

**7. Does the entity have any project related to reducing Greenhouse gas emission? If Yes, then provide details.**

- Your Company has installed at its various stores solar roof top for energy generation and saving, your Company plans to install solar roof top in as many stores as permitted by the lessors.
- Your Company has undertaken to implement IOT solutions for Heating, Ventilation and Air Conditioning (HVAC) efficiency for all its stores. This would substantially reduce the power consumption, reducing greenhouse gas emissions.

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

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	1108 Metric Tonnes	Not Applicable
E-waste (B)	2.576 Metric Tonnes	0.323 Metric Tonnes
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	Not Applicable	Not Applicable
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	Not Applicable	Not Applicable
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>1110.57 Metric Tonnes</b>	<b>0.323 Metric Tonnes</b>
<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	Not Applicable	Not Applicable
(ii) Re-used	Not Applicable	Not Applicable
(iii) Other recovery operations	Not Applicable	Not Applicable
<b>Total</b>	<b>Not Applicable</b>	<b>Not Applicable</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Category of waste</b>		
(i) Incineration	Not Applicable	Not Applicable
(ii) Landfilling	Not Applicable	Not Applicable
(iii) Other disposal operations	Not Applicable	Not Applicable
Total	Not Applicable	Not Applicable

Note:

E-waste recycling is carried out by various e-waste vendors across all locations of the Company.

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No**

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Your Company has adopted practices to introduce sustainable products in its product range and re-usable eco-friendly products in few of category ranges.

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

Not Applicable

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

Not Applicable

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

Yes, since your Company is not into manufacturing business and does not manufacture products aforesaid laws are not directly applicable. However, at store level your Company is compliant with all applicable environmental laws for disposal of waste.

#### Leadership Indicators

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

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A)	Not Applicable	Not Applicable
Total fuel consumption (B)	Not Applicable	Not Applicable
Energy consumption through other sources (C)	Not Applicable	Not Applicable
<b>Total energy consumed from renewable sources (A+B+C)</b>	Not Applicable	Not Applicable
<b>From non-renewable sources</b>		
Total electricity consumption (D)	81,030,446	4,53,18,501
Total fuel consumption (E)	Not Applicable	Not Applicable
Energy consumption through other sources (F)	Not Applicable	Not Applicable
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	81,030,446	4,53,18,501

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No**

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

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**

Not Applicable

**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):** Not Applicable

**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

Not Applicable

**4. Please provide details of total Scope 3 emissions & its intensity**

Not Applicable

**5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. – Not Applicable**

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Waste Recycling	<ul style="list-style-type: none"> <li>• Revised partition details for new stores resulting in 70% lesser usage of cladding material.</li> <li>• Recycled store fixtures and lighting from closed down store Aurangabad, Ahmedabad to other stores in the same region. Recycled 70% lighting fixtures in Durgapur and Bandra store during renovations and new store at Bata Chowk. Revamped and reused, all back of house furniture in Chandigarh store.</li> <li>• Eliminated dedicated toilets within the store in all new and renovation stores that are 25,000 sq.ft. or lesser in size utilising the common facilities available in the mall.</li> <li>• Minimise scope of works in all renovation stores by retaining 90%+ false ceiling and all services above false ceiling.</li> <li>• Used environment-friendly alternatives wherever possible, in line with best-in-class store planning and maintenance practices.</li> <li>• Usage of 100% recyclable paper bags made of corn for packaging.</li> <li>• Registered as a brand owner on the EPR portal of Central Pollution Control Board. In terms of the same, your Company has engaged a CPCB Registered Plastic Waste Processor for collecting and disposing of plastic waste equivalent to its target. The said work is being done in the area of operations of your Company, effectively reducing the plastic waste which would have gone untreated in landfills/water. In terms of same, the agency collected and recycled 1108 MT of plastic under EPR guidelines of Plastic Waste Management Rules, 2016.</li> <li>• Your Company is receiving the merchandise in 100% recyclable cartons, which your Company re-uses for product replenishment between the DC and Stores and at the end of life of cartons, same will be given for recycle through the scrap vendors.</li> <li>• Usage of fabrics for garments which are sustainable (using Bamboo Cotton, Linen, plastic waste, etc.)</li> </ul>	Reduced waste which resulted into economising of costs to large extent.
2.	Energy efficient	<ul style="list-style-type: none"> <li>• Hi-lumen LED lighting in all our new and renovation stores resulting in approx. 20% lesser light fixtures.</li> <li>• Planned generic fixtures for all categories in 19+ new and renovated to eliminate fixtures scrapping due to frequent brand changes.</li> </ul>	This helped in reduction of electricity which resulted into cost saving.



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

Your Company has business continuity management systems (BCMS) policies in place, to cover the risk to business continuity. Further the continuity risks for the Company has also been mitigated, by deployment of new software's to the cloud platform. The Company has initiated changes in technological solutions ensuring mitigation of risks of continuity. The BCMS systems and processes is an exercise to analyse specific risk scenarios and document dependencies on both system and personnel including third party vendor personnel. The policy and programs helps in ensuring better resilience and preparedness to business continuity related challenges, arising out of any unforeseen calamities or risk. All major risks including continuity risks are also reviewed on a periodic basis.

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

Your Company is into retail industry. It evaluates environmental impact at various stages such as designing, manufacture (through external vendors), management of inventory and disposal of waste. The Company anticipates to achieve environmental impact at each of these stages to ensure a sustainable product life cycle.

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

None

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

**Essential Indicators**

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/associations (State/ National)
1.	Confederation of Indian Industry (CII)	National
2.	Retailers Association Of India (RAI)	

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. - No issues reported.**

**Leadership Indicators**

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

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

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

**Essential Indicators**

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Your Company is not engaged in manufacturing, however it does get apparels and other retail products manufactured from vendors. Accordingly, there is no input material. The final product is sold by your Company under its brands.

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/small producers	12.70%	12.09%
Sourced directly from within the district and neighbouring districts	NA	NA

**Leadership Indicators**

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

Not Applicable

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

The CSR Projects undertaken by your Company do not cover any designated aspirational districts.

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

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

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

MSME vendors.

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

NA (for reason as explained herein above)

**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**

Not Applicable

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

Not Applicable

**6. Details of beneficiaries of CSR Projects:**

S.No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	The Company had no CSR Activities during the year	Nil	Nil

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

### Essential Indicators

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

Your Company has a customer care number, email, website through which customers can log and register their queries/feedback/complaints.

#### 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	Currently, your Company has negligible percentage of total turnover. 100% of products contain instructions for safe and responsible usage.
Safe and responsible usage	100% of packaging material carry a message for safe disposal.
Recycling and/or safe disposal	

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Received During the Year	Pending resolution at end of	Remarks	Received During the Year	Pending resolution at end of	Remarks
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	Nil	Nil		Nil	Nil	

#### 4. Details of instances of product recalls on accounts of safety issues -

No such case reported

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

Your Company also has an in-house policy which is available on Spandhan (in house-HRMS Portal) on cyber security.

#### 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.

Your Company is constantly making efforts to improve its products and product deliveries. Any consumer complaint is duly analyzed and necessary action taken to ensure improvement in products and product deliveries. No corrective action is taken or underway.

## Leadership Indicators

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

Information relating to all the products provided by your Company are available on its website <https://www.shoppersstop.com/>. Moreover, your Company actively uses various social media and digital platforms to disseminate information on its products.

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

Your Company educates consumers by highlighting product information through labels which are available on products. Further, information is also highlighted on your Company's website and app.

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

Not Applicable

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.**

Yes, your Company displays all requisite product information on the product features and safe usage. Such information in multiple cases exceeds the mandate as per the local laws.

- 5. 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, your Company considers customer feedback as one of the important factor, Company regularly conducts surveys through at store levels and through social handles to understand customer preference.

- 6. Provide the following information relating to data breaches:**

- (a) Number of instances of data breaches along-with impact**

Nil

- (b) Percentage of data breaches involving personally identifiable information of customers**

Nil