



Ref. No. CS/S/L-779/2024-25

3rd July, 2024

<p>To: The Listing Department NATIONAL STOCK EXCHANGE OF INDIA LIMITED "Exchange Plaza" Bandra-Kurla Complex Bandra (E), Mumbai – 400 051 Scrip Code: VMART Fax: 022-26598120 Email: cmlist@nse.co.in</p>	<p>To: The Corporate Relationship Department THE BSE LTD Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Scrip Code: 534976 Fax: 022-22723121 Email: corp.relations@bseindia.com</p>
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Sub: Business Responsibility and Sustainability Report - Annual Report FY 2023-24

Dear Sir/Madam,

Pursuant to Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), Regulations, 2015, please find enclosed the extract of the Business Responsibility and Sustainability Report (BRSR) which forms part of the Integrated Annual Report for FY 2023- 24.

The aforesaid document along with the Annual Report and Notice of 22nd Annual General Meeting are available on the website of the Company at www.vmart.co.in.

We request you to kindly take the above information on record.

Thanking you,

**Your Truly
For V-Mart Retail Limited**

**Megha Tandon
Company Secretary & Compliance Officer**

Encl: As above

V-MART RETAIL LTD.

CIN- L51909DL2002PLC163727

Corporate Office : Plot No. 862, Udyog Vihar, Industrial Area Phase V, Gurgaon - 122 016 (Haryana)
Tel. : 0124-4640030, Fax No. : 0124-4640046 Email : info@vmart.co.in Website : www.vmart.co.in
Registered Office : 610-611, Guru Ram Dass Nagar, Main Market, Opp. SBI Bank, Laxmi Nagar, New Delhi - 110092

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

[under Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Second Amendment Regulation, 2021]

SECTION A: GENERAL DISCLOSURES

I. Detail of Listed Entity		
1	Corporate Identity Number (CIN) of the Listed Entity	L51909DL2002PLC163727
2	Name of Listed Entity	V-Mart Retail Limited
3	Year of Incorporation	2002
4	Registered Office Address	610-611, Guru Ram Dass Nagar, Main Market, Opp. SBI Bank, Laxmi Nagar, East Delhi, New Delhi -110092, India
5	Corporate Address	Plot No.-882, Udyog Vihar, Industrial Area, Phase-V Gurugram - 122016, Haryana, India
6	E-Mail	cs@vmart.co.in
7	Telephone	+ 0124 4640030
8	Website	www.vmart.co.in
9	Financial year for which reporting is being done	Financial Year 2023-24 (April 01, 2023 to March 31, 2024)
10	Name of the Stock Exchange(s) where shares are listed	NSE (National Stock Exchange of India Limited) and BSE (formerly Bombay Stock Exchange)
11	Paid-up Capital	₹19,77,66,250 (Nineteen Crores Seventy-Seven Lakhs Sixty-Six Thousand Two Hundred and Fifty Rupees Only)
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Megha Tandon, Company Secretary and Compliance Officer E-mail: cs@vmart.co.in Phone No.: + 0124-4640030, + 0124-4640046
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)	Disclosures made in this report are on a Standalone Basis and pertain only to V-Mart Retail Limited.
14	Name of assurance provider	Not Applicable
15	Type of assurance	Not Applicable

II. Products/ services

16. 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	Trading of Fashion Retail	Apparel	80%
		Non-Apparel	9%
2	FMCG	Retail Trading of FMCG	11%

Further details are provided in the Integrated Annual Report's Management Discussion and Analysis section.

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

S. No.	Product/Service	NIC Code	% of Total Turnover Contributed
1	Apparel	47711	80%
2	Non-Apparel	47711	9%
3	Retail Trading of FMCG	47110	11%

III. Operations

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

Location	Number of Plants	Stores Covered	Number of Offices and Warehouses	Total
National	0	444 (288 Cities)	9	453
International	-	-	-	-

19. Markets served by the Entity:

a. Number of Locations

Locations	Number
National (No. of States)	25 States
International (No. of Countries)	-

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

Not Applicable, as the Company is not involved in international activities.

c. A brief on types of customers: -

Our company has embraced a value retailing approach with focus on value conscious consumers who aspire to look good. We offer a seamless shopping experience through our digital channels (own platform and marketplace) and also our well-established network of physical stores. While our stores are concentrated across Tier 2, 3 & 4 towns our digital channels cater to consumer needs across geographies.

Our business model is strategically designed to match the rising aspirations of the rapidly expanding middle-class families and young adults, providing them with access to affordable yet high quality fashion choices.

IV. Employees

20. Details at the end of the Financial Year:

a. Employees and Workers (including differently abled):

S.No.	Particulars	Total (A)	Male		Female	
			NO. (B)	% (B/A)	NO. (C)	% (C/A)
Employees						
1	Permanent (D)	9,827	7,348	75%	2,479	25%
2	Other than Permanent (E)	1,108	805	73%	303	27%
	Total Employees (D+E)	10,935	8,153	75%	2,782	25%
Workers						
1	Permanent (F)					
2	Other than Permanent (G)			NA		
	Total Employees (F+G)					

b. Differently Abled Employees and Workers:

S.No.	Particulars	Total (A)	Male		Female	
			NO. (B)	% (B/A)	NO. (C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	203	159	78%	44	22%
2	Other than Permanent (E)	7	6	86%	1	14%
	Total Differently Abled Employees (D + E)	210	165	79%	45	21%
Differently Abled Workers						
1	Permanent (F)					
2	Other than Permanent (G)			NA		
	Total Differently Abled Workers (F + G)					

21. Participation/Inclusion/Representation of Women

	Total (A)	No. And Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	17%
Key Managerial Personnel	4	1	25%

22. Turnover Rate for Permanent Employees and Workers

(Disclose trends of the past 3 years)

	FY- 2023-24			FY- 2022-23			FY- 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	71%	67%	70%	67%	62%	66%	44%	41%	44%
Permanent Workers	NA								

Note: Increase in the attrition rate from the previous year is majorly due to relocation/ closure of 25 stores during FY 2023-24.

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

23. 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	NO. OF SHARES HELD BY LISTED ENTITY	DOES THE ENTITY INDICATE IN THE COLUMN A PARTICIPANT IN THE BUSINESS RESPONSIBILITY INITIATIVES OF THE LISTED ENTITY? (YES/ NO)
-			NA	

Note: - As of 31.03.2024, the Company does not have any Holding, Subsidiary, Associate, and/or Joint Venture.

VI. CSR Details

24.

(i)	Whether CSR is applicable as per Section 135 of Companies Act, 2013.	Yes
(ii)	Turnover (in Rs.)	2,78,560 (Lakhs)
(iii)	Net Worth (in Rs.)	74,699 (Lakhs)

VII. Transparency and Disclosure Compliances

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

Stakeholders group from whom complaint is received	Grievance Redressal Mechanism in place (yes/ no) (If yes, then provide the web link for grievance redressal policy)	FY- 2023-24 Current Financial Year			FY- 2022-23 Previous Financial Year		
		Number of Complaints filed during the year	Number of Complaints pending resolution at the close of the year	Remarks	Number of Complaints filed during the year	Number of Complaints pending resolution at the close of the year	Remarks
Communities	https://vmart.co.in/wp-content/uploads/2023/07/Investor-Grievance-Redressal-Policy.pdf	3	1	Complaints resolved by 15 th May' 2024	0	0	-

Stakeholders group from whom complaint is received	Grievance Redressal Mechanism in place (yes/ no) (If yes, then provide the web link for grievance redressal policy)	FY- 2023-24 Current Financial Year			FY- 2022-23 Previous Financial Year		
		Number of Complaints filed during the year	Number of Complaints pending resolution at the close of the year	Remarks	Number of Complaints filed during the year	Number of Complaints pending resolution at the close of the year	Remarks
Investors (other than Shareholders)	https://vmart.co.in/wp-content/uploads/2023/07/Investor-Grievance-Redressal-Policy.pdf	0	0		0	0	
Shareholders	Yes, https://vmart.co.in/wp-content/uploads/2023/07/Investor-Grievance-Redressal-Policy.pdf and https://vmart.co.in/wp-content/uploads/2023/07/Stakeholder-Engagement-Policy.pdf	1	0		0	0	
Employees	Yes, https://vmart.co.in/wp-content/uploads/2022/09/V_mart_-_stakeholder_engagement.pdf	104	5	Complaints resolved by 15 th May' 2024	98	0	
Customers	Yes, https://vmart.co.in/wp-content/uploads/2023/07/Stakeholder-Engagement-Policy.pdf and https://vmart.co.in/contact/	57,028	17	Complaints resolved by 15 th May' 2024	1,34,359	843	
Value chain partners	Yes, https://vmart.co.in/wp-content/uploads/2022/09/V_mart_-_stakeholder_engagement.pdf	52,402	308	Complaints resolved by 15 th May' 2024	0	0	
other (please specify)	-	0	0	-	0	0	-

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

Indicate material responsible business conduct and sustainability issues about environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, and approach to adapt or mitigate the risk along with its financial implications as per the following format:

S.No.	Material issues identified	Indicate whether risk or opportunity (r/o)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adopt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
1	Climate Change, Energy efficiency and Reduction in emission.	R	Climate changes can be seen worldwide due to GHG impact. Also, water levels are depleting all around the globe due to rising temperatures. Erratic weather patterns and unfavorable climate changes may lead to supply shortages, disrupt logistics network and affect our operations. There could be challenges in availability of resources including water which could impact our business and those of our value chain partners thereby increasing operating cost. Supply Chain disruptions due to energy shortages or price fluctuations also pose risk to business. Companies relying on outdated technologies risk falling behind competitors who prioritize energy efficiency. Consumers are becoming more conscious of environmental issues and are preferring products which are sustainable and environmentally friendly. Maintaining a positive image and brand reputation has now become important. Reducing emissions involves financial risks, potential impact on pricing, and supply chain challenges. These risks must be addressed to stay competitive and resilient in a sustainable future. Engaged customers become loyal, leading to repeat business and positive word-of-mouth. Satisfied shoppers enhance brand perception and contribute to increased sales.	We've implemented water management practices and are using renewable energy like solar panels to reduce carbon emissions. Our goal is to improve business efficiency to lessen the impact of climate change. We're developing a system to track changes in climate-related regulations and ensure compliance. We're also adopting green products and assessing suppliers' sustainability. To reduce plastic use, we've switched to 100% biodegradable corn bags for packaging and started plastic recycling initiatives.	Negative
2	Customer engagement & satisfaction	O	Companies gain a competitive edge by prioritizing customer experiences, adapting to digital trends, and fostering long-term relationships. Overall, customer-centric strategies drive growth and build lasting connections with consumers	NA	Positive

S.No.	Material issues identified	Indicate whether risk or opportunity (r/o)	Rationale for identifying the risk/opportunity	In case of risk, approach to adopt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
3	Sustainable Packaging and Waste Management	R	We use plastic packaging in our products. A reduction in the amount of virgin plastic and an increase in the recyclability of our packaging are critical to our future success. Inadvertent non-compliance to existing and emerging regulations around recycling and the waste management can result in statutory penalties and reputation damage.	We're committed to reducing and reusing plastic by using 100% biodegradable corn bags for packaging and recycling plastic. We use Sewage Treatment Plants (STP) to recycle wastewater and minimize waste, and exploring other environmental substitutes of packaging. Further we conduct awareness programs for our value chain partners for waste management, sustainable raw material and recycle of materials.	Negative
4	Health and Safety of people	R	Health of employees is of paramount importance to us. Neglecting the same may lead to decreased productivity and thereby increasing operational costs.	At V-Mart, we prioritize the health, safety, and overall well-being of our employees, as outlined in our Environment, Health & Safety Policy. We are committed to providing a safe workplace by preventing injuries, illnesses, and hazards. Our measures include: <ul style="list-style-type: none"> • Arranging medical assistance for personnel. • First Aid Boxes available in every store. • Fire detection, alarm, and suppression systems provided and maintained. • Conducting regular fire and medical emergency drills. • Engaging employees through campaigns on health and safety topics like fire safety, road safety, and emergency procedures. • Training employees and contractors on workplace hazards and how to mitigate risks. 	Negative
5	Business Ethics and Corporate Governance	O	Best corporate governance practices help the company to gain investor confidence, build brand reputation and mitigating risks.	NA	Positive

S.No.	Material issues identified	Indicate whether risk or opportunity (r/o)	Rationale for identifying the risk/opportunity	In case of risk, approach to adopt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
6	Business Continuity	R	Business continuity is essential for ensuring the long-term sustainability of a business. By proactively planning for potential disruptions, organizations can mitigate risks, maintain operational resilience, and build customer confidence. Compliance with legal requirements, financial stability, supply chain management, and employee well-being are all critical aspects of sustainable business practices. Ultimately, business continuity contributes to a strong brand reputation and competitive advantage	The Company has a Business Continuity Plan (BCP) that encompasses People, Facilities, and Critical IT infrastructure across the enterprise. Disaster Recovery (DR) sites are in place to ensure that operations continue uninterrupted. These sites undergo testing periodically, and the results are assessed to determine any necessary actions. Our policies and programs help us handle unexpected disasters or challenges that could affect our business. We provide thorough training to retail staff, managers, and leaders in their roles, leadership skills, and safety practices to maintain business continuity.	Negative

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.

S.No.	CORE ELEMENT	PRINCIPLES	POLICY/ PROCESS/ STRUCTURE
P1	Ethics & Transparency	Businesses should conduct and govern themselves with integrity in an ethical, transparent, and accountable manner.	V-Mart Ethics Policy, V-Mart Whistle Blower Policy, V-Mart Code of Conduct for Director and Senior Management, V-Mart Fraud Prevention and Reporting Policy, V-Mart Code of Conduct on Insider Trading, V-Mart Archival Policy, V-Mart Preservation of the Documents Policy, V-Mart Materiality Policy.
P2	Product Responsibility	Businesses should provide goods and services that are sustainable and safe.	Environmental, Health and Safety Policy, Policy on Sustainable Sourcing, V-Mart Ethics Policy.
P3	Human Resources	Businesses should respect and promote the well-being of all employees, including those in their value chains.	V-Mart- Environmental, Health and Safety Policy, V-Mart Human Rights Policy, Prevention of Sexual Harassment Policy, V-Mart Ethics Policy.
P4	Responsiveness to the Stakeholders	Businesses should respect the interests of and be responsive to all their stakeholders.	V-Mart CSR Policy, V-Mart Stakeholders Engagement, V-Mart Delivering value to Customers, V-Mart Related Transaction Policy, V-Mart Dividend Distribution Policy, V-Mart Ethics Policy.
P5	Respect For Human Rights	Businesses should respect and promote human rights.	V-Mart Human Right Policy, V-Mart Ethics Policy.
P6	Respect & Protect Environment	Businesses should respect & make efforts to protect and restore the environment.	V-Mart- Environmental, Health, and Safety Policy, V-Mart Ethics Policy.
P7	Public Policy Advocacy	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	V-Mart Public Influencing & Regulatory Policy, V-Mart Ethics Policy.
P8	Inclusive Growth	Businesses should promote inclusive growth and equitable development.	V-Mart Stakeholders Engagement, V-Mart CSR Policy, V-Mart Ethics Policy, V-Mart Enterprise Risk Management.
P9	Customer Engagement	Businesses should engage with and provide value to their consumers in a responsible manner.	V-Mart Delivering value to Customers.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1 (A) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCS. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
(B) Has the policy been approved by the Board?? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
(C) *Web Link of the Policies, if available	Y	Y	Y	Y	Y	Y	Y	Y	Y
2 Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4 Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					NA				
5 Specific commitments, goals, and targets are set by the entity with defined timelines if any.	Y	Y	Y	Y	Y	Y	Y	Y	Y
6 Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	The performance against the set targets undertaken for ESG has been published in the ESG Commitment section forming part of the Annual Report 2024								

* Website Links of the Policies which are covering each principle and its core elements of the NGRBCs

- (a) **V-Mart Ethics Policy**
<https://vmart.co.in/wp-content/uploads/2023/07/V-Mart-Ethics-Policy.pdf>
- (b) **V-Mart Whistle Blower Policy**
<http://vmart.co.in/wp-content/uploads/2023/07/Whistle-Blower-Policy.pdf>
- (c) **Code of Conduct for Director and Senior Management**
https://vmart.co.in/wp-content/uploads/V-Mart_Code-of-Conduct-for-Directors-SMPs_May-2024.pdf
- (d) **V-Mart- Environmental, Health and Safety Policy**
http://vmart.co.in/wp-content/uploads/2022/09/Environmental_Health_Safety_Policy_1.pdf
- (e) **V-Mart Human Rights Policy**
http://vmart.co.in/wp-content/uploads/2022/09/Human_rights_Policy.pdf
- (f) **Prevention of Sexual Harassment Policy**
<http://vmart.co.in/wp-content/uploads/2023/07/Prevention-of-Sexual-Harassment-Policy.pdf>
- (g) **V-Mart CSR Policy**
<http://vmart.co.in/wp-content/uploads/2022/09/CSR-Policy.pdf>
- (h) **V-Mart Stakeholders Engagement**
http://vmart.co.in/wp-content/uploads/2022/09/V_mart_-_stakeholder_engagement.pdf
- (i) **V-Mart Delivering value to Customers**
http://vmart.co.in/wp-content/uploads/2022/09/V_mart_-_Delivering_value_to_customers.pdf
- (j) **V-Mart Public Influencing & Regulatory Policy**
<https://vmart.co.in/wp-content/uploads/2023/07/V-Mart-Public-Influencing-Regulatory-Policy.pdf>
- (k) **V-Mart Policy on Sustainable Sourcing**
http://vmart.co.in/wp-content/uploads/2022/09/Sustainable_Sourcing.pdf
- (l) **V-Mart Policy on investor grievance redressal Policy**
http://vmart.co.in/wp-content/uploads/2022/09/Investor_grievance_redressal_Policy_2_1.pdf

- (j) **V-Mart Fraud Prevention and Reporting Policy**
<https://vmart.co.in/wp-content/uploads/2023/09/V-Mart-Fraud-Prevention-Reporting-Policy.pdf>
- (k) **V-Mart Preservation of the Documents Policy**
<https://vmart.co.in/wp-content/uploads/2022/09/V-Mart-Preservation-Policy.pdf>
- (l) **V-Mart Archival Policy**
<https://vmart.co.in/wp-content/uploads/2022/09/V-Mart-Archival-Policy.pdf>
- (m) **V-Mart Materiality Policy**
<https://vmart.co.in/wp-content/uploads/2023/08/Materiality-Policy.pdf>
- (n) **Dividend Distribution Policy**
<https://vmart.co.in/wp-content/uploads/2023/07/Dividend-Distribution-Policy-1.pdf>
- (o) **Related Party Transaction Policy**
<https://vmart.co.in/wp-content/uploads/2023/07/Related-Party-Transaction-Policy.pdf>
- (p) **Enterprise Risk Management Policy**
<https://vmart.co.in/wp-content/uploads/ERM-Policy.pdf>
- (q) **V-Mart Code of Conduct on Insider Trading**
https://vmart.co.in/wp-content/uploads/2022/09/Insider_Trading_Code_of_Conduct_V-Mart.pdf

Governance, Leadership, and Oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure):

Our company prioritises ethics, responsibility, transparency and sustainability in all our operations. We strive to exceed societal and governmental expectations while putting stakeholders first. Despite lacking manufacturing facilities, we work diligently to positively impact the environment through our actions. Energy efficiency, waste management, water conservation, efficient supply chains, and eco-friendly practices are our key focuses. Setting clear ESG Goals guides our sustainable business structure. We prudently use natural resources to minimize environmental impact, securing our long-term viability while preserving the ecosystem for future generations. By integrating sustainability into our core values, we lead by example and contribute to a more sustainable world.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy (ies):

S. No.	Particulars	Detail
1	DIN Number, if applicable	00900900
2	Name	Mr. Lalit Agarwal
3	Designation	Managing Director
4	Telephone No.	0124-4640030
5	E-Mail id.	cs@vmart.co.in

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details:

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

The Business Responsibility performance of the Company is assessed by the Stakeholders Relationship Committee of the Board.

10. Details of review of NGBRCs by the company: -

Subject for Review	Indicate whether review was undertaken by the 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 the above policies and follow-up action					Board					The policies are reviewed periodically as per the requirements.								
Compliance with statutory requirements of relevance to the principles and the rectification of any non-compliances					Board					Quarterly								

11.

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carrying out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	Yes, the Internal Auditors, KPMG, review relevant processes and policies as per the Internal Audit plan approved by the Audit Committee. The Company is also carrying out Internal assessments through its Internal Control Team. The Team undertakes assessment/ evaluation of policies at regular intervals and ensures that all the policies are in conformity with NGRBC. Further, these policies were benchmarked by 'MGC Global Risk Advisory LLP'.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is able 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)								The policies cover all the principles.	
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programme on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under training and their impact	% of person in respective category covered by the awareness programme
Board of Directors	5	During the year, the Board of Directors and Key Managerial Personnels of the Company invested time on various updates comprising matters relating to an array of issues pertaining to the business, regulations, economy & environmental, social and governance parameters.	100%
Key Managerial Personnel	5	During the year, the Board of Directors and Key Managerial Personnels of the Company invested time on various updates comprising matters relating to an array of issues pertaining to the business, regulations, economy & environmental, social and governance parameters.	100%
Employees other than KMPs	3	Code of Conduct, Company Values and POSH	100%
Workers		NA	

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

Monetary				
NGRBC principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (in Rs.)	Brief of the case	Has an appeal been preferred (yes/no)
Pen/ Fine	Consumer Dispute Redressal Forum, Murlipura, Jaipur-2	15,007	The order has been issued in respect of complaint filed by a complainant wherein he alleged the deficiency in service as the Company is charging over and above the MRP amount on the product.	Yes
Pen/ Fine	Consumer Dispute Redressal Forum, Murlipura, Jaipur-4	20,000	The order has been issued in respect of complaint filed by a complainant wherein he alleged the deficiency in service as the Company is charging over and above the MRP amount on the product.	Yes
Pen/Fine	Office of Deputy Commissioner (State Tax) Sector-3 Dehradun ("GST Authority")	61,162	Short payment of Tax in GSTR-3B vis-à-vis GSTR-1 for FY2018-19	Yes
Pen/Fine	Consumer Dispute Redressal Forum, Murlipura, Jaipur-2	8,002	The order has been issued in respect of complaint filed by a complainant wherein he alleged the deficiency in service as the Company is charging over and above the MRP amount on the product.	Yes

Monetary				
NGRBC principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (in Rs.)	Brief of the case	Has an appeal been preferred (yes/no)
Pen/ Fine	Consumer Dispute Redressal Forum, Murlipura, Jaipur-2	20,002	The order has been issued in respect of complaint filed by a complainant wherein he alleged the deficiency in service as the Company is charging over and above the MRP amount on the product.	Yes
Pen/ Fine	Consumer Dispute Redressal Forum, Nagaur, Rajasthan	10,000	The order has been issued in respect of complaint filed by a complainant wherein he alleged that the company is charging money for the carry bag.	Yes
Settlement	Nil	Nil	Nil	Nil
Compounding Fee	Nil	Nil	Nil	Nil
Non-Monetary				
NGRBC principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (in Rs.)	Brief of the case	Has an appeal been preferred (yes/no)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

Case detail	Name of regulatory/ enforcement agency/ judicial institution
NA	NA

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

Yes, the V-Mart Code of Conduct and V-Mart Ethics Policy contain guidelines on anti-corruption and anti-bribery. V-Mart is committed to complying with all the laws and regulations which govern our operations in every location in which we operate.

We are committed to upholding the highest moral and ethical standards and have a zero-tolerance attitude towards corruption and bribery. Further, we provide regular communication mailers on adherence to the Code of Conduct, Anti-Corruption, Anti Bribery and gift policies.

The web link of the policies disseminated on the website is as follows:

V-Mart's Ethics Policy: <https://vmart.co.in/wp-content/uploads/2023/07/V-Mart-Ethics-Policy.pdf>.

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

	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Director	0	0
KMP	0	0
Employees	0	0
Workers	0	0

No disciplinary action was taken against any Directors/ KMPs/ employees/ workers by any law enforcement agency for charges of bribery/corruption.

6. Details of complaints about conflict of interest:

Particulars	FY-2023-24 Current Financial Year		FY-2022-23 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	No Complaints were received in relation to the issue of Conflict of Interest of Directors.	0	No Complaints were received in relation to the issue of Conflict of Interest of Directors.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs.	0	No Complaints were received in relation to the issue of Conflict of Interest of KMP.	0	No Complaints were received in relation to the issue of Conflict of Interest of KMP.

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.

There were no cases of corruption or conflicts of interest which required action by regulators/ law enforcement agencies/ judicial institutions.

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

	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Number of days of accounts payables	93	84

9. Open-ness of business provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

		FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Concentration of Purchases	Purchases from trading houses as % of total purchases	38%	38%
	Number of trading houses where purchases are made from	1579	1641
	Purchases from top 10 trading houses as % of total purchases from trading houses	8%	6%
Concentration of Sales	Sales to dealers / distributors as % of total sales	0	0
	Number of dealers / distributors to whom sales are made	0	0
	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	Purchases (Purchases with related parties / Total Purchases)	0	0
	Sales (Sales to related parties / Total Sales)	0	0
	Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	Investments (Investments in related parties / Total Investments made)	0	0

LEADERSHIP INDICATORS

1. Awareness programme conducted for value chain partners on any of the principles during the financial year: -

Total numbers of awareness programmes held	Topic/Principle covered under the training	% of value chain partners covered (by value of Business done with such Partner) under the awareness programme
6	1. Sedex compliance information. 2. Sustainable raw materials use. 3. ETP and CETP to be used for the dyeing and printing units. 4. introduction about the Oke tex, SA8000, ecocert and ZDHC compliance for the factory. 5. Waste disposal and recycle materials. 6. Uses of recycled materials for the apparel.	49%

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

1) Yes. Every director of the company discloses their concern or interest in any company or companies or bodies corporate, firms, or other association of individuals and any change therein, from time to time, which includes the shareholding, in such manner as prescribed.

Further, every director of the company who is in any way, whether directly or indirectly, concerned or interested in a contract or arrangement entered into or to be entered into -

(a) with a body corporate in which such director or such director in association with any other director, holds more than two percent shareholding of that body corporate or is a promoter, manager, Chief Executive Officer of that body corporate, or

(b) with a firm or other entity in which, such a director is a partner, owner or member, as the case may be, discloses the nature of his concern or interest at the meeting of the board in which the contract or arrangement is discussed and does not participate in such meetings.

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

2) The company has framed the different parameters to be considered while determining conflict of interest in its code of conduct. The process to avoid or manage the conflict of interest is placed in V-Mart's Ethic Policy as put on the Website of the Company.

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 products and processes to total R & D and capex investments made by the entity, respectively.

	Current Financial Year	Previous Financial Year	Details of improvements in Environmental and Social impacts
R&D	0	0	NA
Capex	0.3%	0	NA

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

Yes

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

57%

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.

Our company is deeply committed to sustainability, aiming to become a leader in sustainable fashion and generate value for all stakeholders. We prioritise sustainability in every aspect of our business decisions throughout the entire ecosystem.

Our focus includes sustainable sourcing, eco-friendly operations, responsible product packaging, optimised poly bags, and eco-friendly dyeing processes. Notably, we have taken steps to reduce water consumption during denim production. All our products adhere to at least one sustainable attribute as per our company's code of conduct. Our unwavering dedication to sustainability underscores our efforts to make a positive impact on the environment and society, contributing to a greener and more sustainable future.

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. If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

No, Since the Company is engaged in the Retail Industry, the Extended Producer Responsibility does not apply to the Company.

LEADERSHIP INDICATORS

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

NIC Code	Name of Product/ Service	% of Total Turnover Contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by an independent external agency (YES/NO)	Results communicated in the public domain (Yes/No) If yes, provide the web-link
NA					

The company is not into manufacturing. Hence no LCA was conducted. However, the company is conscious of the limited carbon footprint that it may be creating by virtue of using electricity and air conditioners at its stores and working on various initiatives.

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

Name of Product/ Service	Description of Risk/ Concern	Action Taken
Carton dispatched from the vendors to warehouse	The concern is the shrink wrapping of the carton, a cause of environmental concern for V-mart.	The carton is now specified with high quality norms so that damages are minimum.
Electricity Use	Carbon emissions	Implementation of IOT and HVAC efficiency, Solar panels, etc.
Fuel Consumption	Carbon emissions	Expanding the use of CNG Vehicles, promoting public transport vehicles, Car or vehicle pooling by the employees.
Scrap Disposal	Landfill of wastes	Scrap is being sold/recycled
Scrap Metal	Landfill of wastes	Scrap is being sold/recycled

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

Indicate Input Material	Recycled or reused input material to total material	
	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
-	-	-

The Company is in the retail business and trading of goods; there is no hazardous waste generation and minimal scrap waste which is recyclable.

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

Particulars	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	Re-used	Re-cycled	Safely Disposal	Re-used	Re-cycled	Safely Disposal
Plastic (including packaging)	0	5	0	0	15	2.29
E-Waste	0	8	0	0	0	0
Hazardous Waste	0	0	0	0	0	0
Other Waste	910	659	0	417	75	0

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

Indicate the product category	Reclaimed products and their packaging material as % of total products sold by respective category
-	-

Refer to Principle 2 Q3 of essential indicators (The Company engages with agencies who recycle scrap material and evaluate evolving technology to recycle materials on an ongoing basis.)

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 Employees Covered									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Daycare Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	7,348	7,348	100	7,348	100	0	0	1,546	21	NA	NA
Female	2,479	2,479	100	2,479	100	2,479	100	0	0	NA	NA
Total	9,827	9,827	100	9,827	100	2,479	25	1,546	16	NA	NA
Other than Permanent Employees											
Male	805	805	100	805	100	0	0	79	10	NA	NA
Female	303	303	100	303	100	303	100	0	0	NA	NA
Total	1,108	1,108	100	1,108	100	303	27	79	7	NA	NA

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

Category	Total (A)	% of Workers Covered									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Daycare Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male											
Female											
Total											
Other than Permanent Workers											
Male											
Female											
Total											

Not Applicable because of no manufacturing facility.

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

	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company	0.20%	0.17%

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

Benefits	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	No. Of employees covered as a % of total employees	No. Of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. Of employees covered as a % of total employees	No. Of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	0	Yes	100	0	Yes
Gratuity	100	0	Yes	100	0	Yes
ESI*	75	0	Yes	85	0	Yes
Others-please specify	-	-	-	-	-	-

* Assumptions have been changed as compared to last year.

3. Accessibility of workplaces

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

Yes. Few stores are accessible for easy movement of differently abled people. Malls located in south zone elevators and infrastructure for differently abled people.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes

If so, provide a web link to the policy.

The Company has in place a Code of Conduct for the workplace culture, which talks about equal opportunities in the following manner: -

- The Company believes in equal opportunity for all its employees.
- The Company strictly follows no discrimination on any ground, including caste, religion, marital status, gender, sexual orientation, age, disability, or any other category protected by applicable law.
- When recruiting, coaching, and promoting employees, decisions should be based solely on performance, merit, competence, and potential. The web link for the same is: <https://vmart.co.in/wp-content/uploads/2023/07/V-Mart-Ethics-Policy.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	0	0	0	0
Female	65%	42%	0	0
Total	65%	42%	0	0

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

	Yes/No (if yes, give detail of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	
Permanent Employees	Yes, details of the mechanism are given below
Other than Permanent Employees	

The Company has established an Ethics Committee, which is responsible for aligning workplace practices with the Code of Conduct. Employees may register their grievances anonymously or otherwise by getting in touch with Ethics Committee members or through mail at speakup@vmart.co.in.

7. Membership of employees and workers in association(s) or unions recognized by the listed entity:

Benefits	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	Total Employees / workers in respective category (A)	No. Of employees / Workers in respective category, who are part of association (s) or union. (B)	% (B/A)	Total Employees / workers in respective category (A)	No. Of employees / Workers in respective category, who are part of association (s) or union. (B)	% (B/A)
Total Permanent Employees	9,827	0	0	9,333	0	0
Male	7,348	0	0	7,082	0	0
Female	2,479	0	0	2,251	0	0
Total Permanent Workers	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY-2023-24 Current Financial Year				FY-2022-23 Previous Financial Year					
	Total (A)	On Health & Safety Measures		On Skill Upgradation		Details of training given to employees and workers:		Details of training given to employees and workers:		
		No. (B)	% (B/A)	No.(C)	% (C/A)	No. (E)	% (E/D)	No.(F)	% (F/D)	
Employees										
Male	8,153	8,153	100	7,974	98	7,463	7,463	100	7,303	98
Female	2,782	2,782	100	2,670	96	2,460	2,460	100	2,299	92
Total	10,935	10,935	100	10,644	97	9,923	9,923	100	9,602	97
Workers										
Male										
Female						0				
Total						0				

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

Category	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	8,153	6,103	75	7,463	6,094	82
Female	2,782	1,995	71	2,460	1,898	77
Total	10,935	8,098	74	9,923	7,992	81

Category	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Workers						
Male						
Female						NA
Total						

10. Health and safety management system: -

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

Yes. V-Mart is in the business of retail trading; due to its nature of work, no critical occupational health and safety risks are involved. The Company has a well-defined policy supporting processes to ensure the safety and wellbeing of its employees. Safety lead and lag indicators are measured by the Admin Team in support of the Internal control team and reported to the management on a case-to-case basis.

During the financial year, the Company has conducted various training and awareness programmes on a PAN India basis on basic and advanced fire safety, including evacuation and mock drills.

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

Admin Team, in support of the Internal control team of the company, has provided a structured approach throughout the organization to identify work-related hazards and assess risk with limited purview.

Fire mock drills are conducted to ensure that all the employees are aware of how to evacuate themselves. Further, Routine Store audits and Mystery audits are conducted to assess the work-related hazards at stores.

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

Not Applicable.

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

Yes

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

Safety Incidents/Numbers	Category	FY-2023-24	FY-2022-23
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one-million person hours worked)	Employee	0	0
	Worker	0	0
Total recordable work-related injuries	Employee	0	0
	Worker	0	0
No. of fatalities	Employee	0	0
	Worker	0	0
High consequences of work-related injury or ill-health (excluding fatalities)	Employee	0	0
	Worker	0	0

There were no lost time injuries and fatalities during the periods mentioned above.

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

V-Mart recognises that the health & safety and overall physical & mental well-being of its employees is an integral part of its success and growth aspirations which is spelt out in the Environment, Health & Safety Policy. V-Mart is committed to providing a safe workplace, focusing on preventing injuries and illness and continuously striving to eliminate hazards and reduce risk.

The Company has provided the mitigation measures to prevent or mitigate significant occupational health & safety impacts, including,

- Arranging/providing medical assistance for personnel
- Availability of First Aid Boxes in every store/premises of the Company.
- Provision and maintenance of fire detection, alarm, and suppression systems.
- Regular mock drills for fire as well as medical emergencies.
- Employee engagement campaigns on health & safety topics such as fire safety, road safety, and emergency evacuation.
- Training employees & contractors on workplace hazards, associated risks, and arrangements to mitigate them

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

	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0	NA	0	0	NA
Health And Safety	0	0	NA	0	0	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & Safety Practices	0
Working Conditions	0

Though we are not into the manufacturing business, 100 % of locations are reviewed periodically for process gaps.

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.

- V-Mart has imparted comprehensive training to Retail Store Staff, Managerial and leadership staff in areas of functional expertise, leadership, and safety norms to maintain business continuity.
- The Company has placed SOPs at the retail outlets to ensure the safety of the employee and customers

LEADERSHIP INDICATORS

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

- (a) employees (Y/N)? - Yes
- (b) workers (Y/N)? - No

Yes, the employees are covered under ESI, Group Life Insurance, or Ex-gratia Staff Benevolent Fund.

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

The Company's financial processes/systems are designed to release payments to third-party manpower service providers, like the Security & 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 our Company's location. The Company also encourages its value chain partners to make the payment of statutory dues and regularly validate GST credit & TDS deducted by value chain partners.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in q11 of essential indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particulars	Total No. Of affected employees and workers		No. Of employees and workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY-2023-24	FY-2022-23	FY-2023-24	FY-2022-23
	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year
Employees	0	0	0	0
Workers	0	0	0	0

No incidents were reported during F.Y. 2023-24 & 2022-23 related to employees/ workers suffering high consequence work-related injuries/ ill health/ fatalities.

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. Skills upgradation of all employees remains a continuous activity during the employee's lifecycle with the company, which helps in getting employment opportunities even after separation from the Company.

5. Details on assessment of value chain partners:

	% Of value chain partners (by the value of business done with such partners) that were assessed
Health & Safety Practices	10%
Working Conditions	10%

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

The company requires its value chain partners to comply with the Supplier code of conduct policy and will formulate the methodology to assess compliance with Health and Safety practices and working conditions of the value chain partners.

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

ESSENTIAL INDICATORS

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

The company evaluates and classifies relevant stakeholders based on inclusivity, materiality, responsiveness, impact, interests, expertise on important matters, level of influence, integrity, willingness, and expectations. Our stakeholder groups are directly or indirectly affected by the company or have the ability to influence value creation in the short, medium, or long term. The company has identified its stakeholders and maintains regular and effective communication with them. Key categories of stakeholders include customers, vendors, suppliers, employees, shareholders, investors, government and regulatory authorities, and the wider community. The company has established effective systems to address grievances for customers, employees, and shareholders. Furthermore, the company undertakes special initiatives to engage with marginalized stakeholders as part of its corporate social responsibility efforts.

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

Stakeholder Group	Whether identified as a Vulnerable & Marginalized Group	Channels Of Communication (E-Mail, SMS, Newspaper, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency Of Engagement (Annually/ Half-Yearly/ Quarterly/ Others-Please Specify)
Employees	No	Other Meetings, E-mails, Online HR Portal, Townhalls	Other- Please specify. Continuous- Meetings/e-mail, Online HR Portal, townhall- monthly

Stakeholder Group	Whether identified as a Vulnerable & Marginalized Group	Channels Of Communication (E-Mail, SMS, Newspaper, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency Of Engagement (Annually/ Half-Yearly/ Quarterly/ Others-Please Specify)
Shareholders	No	Other Meetings, Notices, Annual Reports, E-mails, Website, Stock Exchange Intimations, Advertisements, Annual General Meetings	Other- Please specify. Quarterly: Financial Statements, Press Release, exchange notifications, Continuous: Website, Stock Exchange Intimations Annually: Annual General Meeting; Annual Report
Investors	No	Other Meetings, Notices, Annual Reports, E-Mails, Investor calls, Website, Investors Presentations	Other- Please specify. Continuous: Investors page on the website of the Company, Conference calls, E-Mails, Meetings Quarterly: Investor calls, Notices, Investor Presentations Annual: Annual report
Customers	No	Other E-mails, SMS, Website, social media, Chats, Advertisements, Online Feedback Forms, Surveys, Online Reviews, LimeRoad App	Other- Please specify. Continuous: V-Mart website; social media (LinkedIn, Twitter, Facebook, WABA) Quarterly: Customer satisfaction survey.
Communities	No	E Mails	Other- Please specify. As needed transactional meetings; periodic reviews; surveys.
Vendors	No	Community Meetings	Other- Please specify. Need basis
Regulators	No	Other Stock Exchange Intimations, Regulatory Filings, Website, E-Mails	Other- Please specify. Continuous: Stock Exchange Intimations, Regulatory Filings, Website
Government Agencies	No	Other Stock Exchange Intimations, Regulatory Filings, Website, E-Mails	Other- Please specify. As needed: E-Mails
Media	No	Other Press Releases, Interviews, Website, Newspaper	Other- Please specify. Continuous: Stock Exchange Intimations, Regulatory Filings, Website

STAKEHOLDER GROUP	PURPOSE OF ENGAGEMENT
EMPLOYEES	<ul style="list-style-type: none"> To provide staff with strategic direction and keep them informed about Company activities. To ensure that we remain an employer of choice that provides a safe, positive, and inspiring working environment. To understand and respond to the needs and concerns of staff members. Career Management and Growth Prospects. To provide current and future stakeholders with relevant information.
SHAREHOLDERS	<ul style="list-style-type: none"> To manage shareholder expectations and reputational risk. To maintain strong relationships, keep abreast of market developments and inform our shareholder targeting strategy. To ensure good governance and deepen the trust placed in us and our brand"

STAKEHOLDER GROUP	PURPOSE OF ENGAGEMENT
INVESTORS	<ul style="list-style-type: none"> To provide current and future stakeholders with relevant information. To manage shareholder expectations and reputational risk. To maintain strong relationships, keep abreast of market developments and inform our shareholder targeting strategy. To ensure good governance and deepen the trust placed in us and our brand by maintaining transparency.
CUSTOMERS	<ul style="list-style-type: none"> To understand the client, industry, and business challenges. To identify the opportunities to improve V-Mart Services and Products. Deciding on investments and capabilities required to fulfill demand. To enhance their livelihood.
COMMUNITIES	<ul style="list-style-type: none"> To identify the opportunities to improve V-Mart Services and Products. To provide appropriate advice, proactive financial solutions, and value-adding services. To ensure that the Company maintains high service levels that they expect and deserve. To enhance their livelihood.
VENDORS	<ul style="list-style-type: none"> For the performance of contracts and agreements. To obtain suggestions/feedback for the improvisation of their services which leads to the Company's growth. To maintain an ideal and timeous supply of goods and services for operations. To encourage responsible practices across our supply chain, local procurement, supplier conduct and environmental considerations.
REGULATORS	<ul style="list-style-type: none"> To maintain open, honest, and transparent relationships and ensure compliance with all legal and regulatory requirements. To retain our various operating licenses and minimize operational risk To build and strengthen relationships with the government as a partner in the country's development and as a critical client.
GOVERNMENT AGENCIES	<ul style="list-style-type: none"> To provide input into legislative development processes that will affect the economy and our activities and operations. To continue learning through interaction with the industry and cross-sectorial organisations. To use business associations as a forum through which we can promote our viewpoints on crucial industry issues. To influence and promote common agendas To leverage the reach and influence of media channels to share our business and citizenship story with stakeholders.
MEDIA	<ul style="list-style-type: none"> To communicate with relevant stakeholders and the broader public to positively behavior that will lead to desired business results. To protect and manage our reputation.

LEADERSHIP INDICATORS

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

The Company maintains regular and authentic communication with its stakeholders, which is indispensable for building trust.

The Company communicates with its stakeholders on ESG and other vital topics via its website and shares information about the Company's performance through the annual report, on a half-yearly and every quarter.

External Stakeholders – We use various media to communicate with external stakeholders. These include face-to-face meetings and events and sharing marketing materials such as brochures. We operate a proactive communications programme with the media and ensure we provide timely, accurate information about our achievements, performance and successes on our websites and social media channels.

Internal Stakeholders – We communicate with our colleagues through informal and formal communication channels, ensuring the mechanisms are in place to promote open and active dialogue between colleagues. These communication channels include intranet sites, staff notices, Townhall and newsletters to ensure colleagues understand Company's aims and objectives and know where they fit in to help achieve these. This also provides a mechanism for knowledge exchange throughout the Company.

In every Board Meeting, the Board is informed about the feedback received from various stakeholders and the proposed and planned initiatives to be considered by our 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 the policies and activities of the entity.

Yes. Our senior executives monitor and evaluate their departments and ensure that stakeholders are engaged on all issues recognized as material. The Company seeks opinion from its stakeholders and overhauls policies when required. Further, the company had also launched a Shareholders satisfaction Survey to receive the inputs from them and the outcomes of the survey can be found on the website. Furthermore, the company perceives that it is still in the 'learning phase' on various evolving aspects of ESG and considers the stakeholder interactions essential.

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

The Company has taken various initiatives in its CSR activities to address the concerns of the vulnerable and marginalised segment of society.

- Ujjwal Bhavishya Scholarship- Scholarship awarded to school children belonging to the household income below INR Two Lacs per annum.
- Community Free School - Serving education to street and rural children who belong to the underserved communities.
- Girls Ashram - Providing education, food and shelter to the orphan, abandoned and Child in need of care & protection.
- Animal Care – Providing food and medical care to rescued dogs at the shelter homes and also street dogs.
- Plantation Drive - Sapling plantation through store team and customers in the local communities.
- Disaster Relief - V Mart team participated in flood relief activity at Barabanki (UP) with the local authorities.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS.

ESSENTIAL INDICATORS

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

Category	FY-2023-24			FY-2022-23		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. Of employees/ workers covered (b)	% (B/a)	Total (C)	No. Of employees/ workers covered (d)	% (D/C)
Employees						
Male	9,827	9,313	94.77%	9,333	8,075	86.52%
Female	1,108	1,062	95.85%	590	478	81.02%
Total	10,935	10,375	94.88%	9,923	8,553	86.19%
Workers						
Male						
Female						
Total						

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

Category	FY-2023-24 Current Financial Year					FY-2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	NO. (C)	% (C/A)		No. (E)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent										
Male	7,348	3,291	45%	4,057	55%	7,082	3,392	48%	3,690	52%
Female	2,479	1,320	53%	1,159	47%	2,251	1,256	56%	995	44%
Other than permanent										
Male	805	675	84%	130	16%	381	306	80%	75	20%
Female	303	227	75%	76	25%	209	159	76%	50	24%
Workers										
Permanent										
Male	NA									
Female	NA									
Other than permanent										
Male	NA									
Female	NA									

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of directors	5	11,00,000	1	5,25,000
KMPs	3	1,66,02,913	1	13,24,422
Employees other than BODs and KMPs	8,150	1,23,300	2781	1,19,268
Workers	0			

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

	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	20%	16%

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 Head-Human Resource oversees the human resources function in the Company.

In addition, the Ethics Committee is responsible for addressing any human rights issues caused or contributed by the business.

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

The company regards respect for human rights as one of its fundamental and core values and strives to support, protect and promote human rights to ensure that fair and ethical business and employment practices are followed.

The company is committed to maintain a safe and harmonious business environment and workplace for everyone, irrespective of ethnicity, region, sexual orientation, race, caste, gender, religion, disability, work, designation and such other parameters. The company believes that every workplace shall be free from violence, harassment, intimidation and/or any other unsafe or disruptive conditions, either due to external or internal threats. Accordingly, the company has aimed to provide reasonable safeguards for the benefit of employees at the workplace, while having due regard for their privacy and dignity.

The company also has zero tolerance towards all forms of child labour, violence or physical, sexual, psychological or verbal abuse. All stakeholders (Internal/External) have 24*7 access to raise their grievances and report anonymously any breach with respect to the Human Rights Policy or whistle blower matters at vigilance. officer@vmartretail.com. In case of ambiguity, the employee can raise their concerns to speakup@vmart.co.in also.

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

Particulars	FY-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year		Filed during the year	Pending resolution at the end of the year	
		Remarks	Remarks		Remarks	
Sexual Harassment	12	0	Complaints Resolved	5	0	Complaints Resolved
Discrimination at Workplace	0	0		0	0	-
Child Labor	0	0		0	0	-
Forced Labor/ Involuntary Labor	0	0		0	0	-
Wages	5	0	Complaints Resolved	0	0	-
Other Human Rights-Related Issues	87	5	All Complaints Resolved as on 15 th May 2024.	46	0	Complaints Resolved

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

	FY (2023-24)	FY (2022-23)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	12	5
Complaints on POSH as a % of female employees / workers	0.40%	0.20%
Complaints on POSH upheld	0	0

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

Our whistle-blower policy has laid the guidelines to prevent retaliation against a complainant. A complainant has the right to complete anonymity unless required by law enforcement agencies.

The organization prohibits retaliation against a complainant, such as job loss, punitive work assignments, threats of physical harm, or impact on salary or wages. A complainant feeling retaliated against may file a written complaint with the chairman of the Audit Committee.

Independent Internal Committee (IC) drawn for cross-functional leadership pool, take independent decisions and actions as per the Sexual Harassment at workplace Act, 2013.

9 Do human rights requirements form part of your business agreements and contracts? (yes/no/na)

Yes, the company has sound policies and effective procedures to monitor and manage human rights concerns. We are progressively looking to encourage our suppliers and vendors to establish sustainable practices in their value chain. We have included human rights clauses in our business agreement with the vendors.

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	
Forced Labour/ Involuntary Labour	
Sexual Harassment	100%
Discrimination At Workplace	
Wages	
Other-Specify	

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

We needed to increase the awareness about the laws regarding the workers, contractors, and subcontractors among value chain partners. In FY 2024, we intend to roll out awareness sessions for suppliers on relevant topics.

LEADERSHIP INDICATORS

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

- (a) The company adheres to the human rights principles and complies with applicable laws, regulations, policies & procedures.
- (b) The company respects and promotes human rights in accordance with the guiding principles on business and human rights.
- (c) The company periodically reviews its business processes to identify any issues which may give rise to the human rights grievance. No specific business process can be identified as being modified/influenced as a result of addressing human rights grievances.

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

The company conducts due diligence through internal assessments. Further, the company had achieved certification from 'Great Place to Work', which included a multi-dimensional review of People practices and taking independent employee feedback on the related aspects.

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, many stores are equipped to accommodate the mobility needs of people with disabilities. The malls in the southern zone also have infrastructure and elevators specifically designed for individuals with disabilities.

4 Details on assessment of value chain partners

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labor	
Forced labor/ involuntary labor	
Sexual harassment	10%
Discrimination at workplace	
Wages	
Other-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 are in the following format:

Parameter	FY-2023-24	FY-2022-23
	Current Financial Year	Previous Financial Year
From Renewable Sources		
Total Electricity Consumption (A)	245.8	0
Total Fuel Consumption (B)	0	0
Energy Consumption through Other Sources (C)	0	0
Total Energy Consumed from Renewable Sources (A+B+C)	245.8	0
From Non-Renewable Source		
Total Electricity Consumption (D)	2,23,345	1,97,962
Total Fuel Consumption (E)	74,777	46,526
Energy Consumption through Other Sources (F)	0	0
Total Energy Consumed from Non-Renewable Sources (D+E+F)	2,98,122	2,44,488
Total Energy Consumption (A+B+C+D+E+F)	2,98,368	2,44,488
Energy intensity per rupee of turnover	1.07*	0.99*
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	1.07*	0.99*
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity.	NA	NA

*The numbers are in Giga Joules/ Lakh Rupees

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

No, the Retail sector does not come under the Energy intensive industry, so it does not fall under ambit of the PAT Scheme of the Government of India.

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

Parameter	FY-2023-24	FY-2022-23
	Current Financial Year	Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	22,207	4,721
(iii) Third-party water	1,158	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	23,365	4,721
The total volume of water consumption (in kilolitres)	23,365	4,721
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	0.08*	0.02*
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.08*	0.02*
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity.	NA	NA

*The numbers are in Kilo Litres/ Lakh Rupees

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

No

4. Provide the following details related to water discharged:

Parameter	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(I) to surface water	NA	NA
- No treatment	-	-
- With treatment-please, specify the level of treatment	-	-
(II) To groundwater	NA	NA
- No treatment	-	-
- With treatment-please, specify the level of treatment	-	-
(III) To seawater	NA	NA
- No treatment	-	-
- With treatment-please, specify the level of treatment	-	-
(IV) Sent to third party	NA	NA
- No treatment	-	-
- With treatment-please, specify the level of treatment	-	-
(V) Others	NA	NA
- No treatment	-	-
- With treatment-please, specify the level of treatment	-	-
Total water discharge (in kilolitres)	-	-

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

No

5. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.

The capacity of the STP plant is 1,00,000 liters, out of which we prepare 30,000 liters of water per day, out of which we draw 5,000 liters of water and we use 25,000 liters of water per day at our warehouse. Out of 5,000 liters whatever wastewater we generate monthly, we dry it through filter press and use it as compost and if our wastewater is less for compost then it is used in our garden.

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

Parameter*	Please Specify Units	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
NOx	Tones	6.097	271.40
SOx	Tones	0.501	458.30
Particulate Matter (PM)	Tones	0.114	18.80
Persistent Organic Pollutants (POP)	-	-	-
Volatile Organic Compound (VOC)	-	-	-
Hazardous Air Pollutants (HAP)	-	-	-
Others- Please Specify *(Carbon and Its Compounds)	Tones	147.204	472.40

*Assumptions have been changed in Current Year from Last Year

** Carbon and its compounds: - Methane, Carbon Dioxide, Carbon Monoxide, etc.

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

No

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

Parameter	Units	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Total scope 1 emissions (break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)*	Metric tons of CO ₂ equivalent	147	473
Total scope 2 emissions (break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	50,873	45,091
Total scope 1 and scope 2 emissions per rupees of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tons of CO ₂ equivalent/ lakhs	0.18**	0.18**
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.18**	0.18**
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total scope 1 and scope 2 emission intensity (optional) – the relevant metric may be selected by the entity.	NA	0	0

**The numbers are in Metric Tons/ Lakh Rupees

*We have this consolidated figure for CO₂ Equivalent; we don't have a breakup into other gases like CH₄, NO₂ etc.

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

No

8. Does the entity have any project related to reducing greenhouse gas emissions? If yes, then provide details.

Yes, we have implemented a 700 KWP Solar Power Plant at our Warehouse located in Palwal reduces our reliance on grid electricity. Further we're exploring expanding this initiative to our stores and head office.

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

Parameter	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Total Waste Generated (In Metric Tons)		
Plastic Waste (A)	5	7
E-Waste (B)	8	NA
Bio-Medical Waste (C)	NA	NA
Construction and Demolition Waste (D)	NA	NA
Battery Waste (E)	NA	NA
Radioactive Waste (F)	NA	NA
Other Hazardous Waste, Please Specify, if any (G)	1570	85
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0057*	0.0004*
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0057*	0.0004*
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category Of Waste		
(I) Recycled	673	92

Parameter	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
(II) Reused	910	0
(III) Other Recovery Operations	0	0
Total	1583	92
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tons)		
(I) Incineration	0	0
(II) Landfilling	0	0
(III) Other Disposal Operations	0	0
Total	0	0

*The numbers are in Metric Tons/ Lakh Rupees

The Company is not into manufacturing business & does not manufacture products; aforesaid laws are not directly applicable. However, at the store level & Warehouse level, the company is compliant with all the applicable environmental laws for waste disposal.

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

No.

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

The Company has implemented waste management strategies that prioritize waste prevention, reduction, reuse, removal, and disposal. Their goal is to minimize waste generation to the greatest extent possible. Regular visual inspections are conducted in all waste storage and collection areas to detect any accidental releases, ensuring proper labeling and disposal of waste. As a retail business, the Company procures readymade garments from vendors and value chain partners, ensuring that no hazardous or toxic chemicals are used in their products.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance being complied with? (Y/N) if no, the reasons thereof and corrective action taken, if any.
-	-	-	-

Not Applicable.

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

Name and brief detail of the project	EIA Notification No.	Date	Whether conducted by an independent external agency (Yes/No)	Results communicated in public domain	Relevant web link
-	-	-	-	-	-

Not Applicable, as the entity has undertaken no such project.

Yes, the entity does adhere with the compliances with respect to Plastic waste Management.

13. Is the entity compliant with the applicable environmental laws/ 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: -

S.No.	Specify the law/ regulation/ guideline which was not complied with	Provide detail of non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control board or by courts	Corrective actions taken, if any
-	-	-	-	-

Not Applicable

LEADERSHIP INDICATORS

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

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

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

Parameter	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(I) Surface water	-	-
(II) Groundwater	-	-
(III) Third-party water	-	-
(IV) Seawater / desalinated water	-	-
(V) Others	-	-
The total volume of water withdrawal (in kilolitres)		
The total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (water consumed / turnover)	-	-
Water intensity (optional)- the relevant metric may be selected by the entity.	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(I) Into surface water	NA	NA
No treatment	-	-
With treatment-specify the level of treatment	-	-
(II) Into groundwater	NA	NA
No treatment	-	-
With treatment-specify the level of treatment	-	-
(III) Into seawater	NA	NA
No treatment	-	-
With treatment-specify the level of treatment	-	-
(IV) Sent to third parties	NA	NA
No treatment	-	-
With treatment-specify the level of treatment	-	-
(V) Others	NA	NA
No treatment	-	-
With treatment-specify the level of treatment	-	-
Total water discharge (in kilolitres)	-	-

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

No

2. Please provide details of total scope 3 emissions & their intensity in the following format:

Parameter	Units	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Total scope 3 emissions (break-up of the GHG into CO2, CH4, N2O, HFCS, PFCS, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-

Parameter	Units	FY-2023-24 Current Financial Year	FY-2022-23 Previous Financial Year
Total scope 3 emissions per rupee of turnover		-	-
Total scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

The Company is working on scope 1 and scope 2 emissions.

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

No

3. With respect to the ecologically sensitive areas reported in question 11 of the essential indicators above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable, as provided in Question 10 of essential indicators above.

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

S.No.	Initiatives Undertaken	Details of Initiatives (Web Link, if any, may be provided along with a summary)	Outcomes of Initiatives
1	Save Water	RO water is being used for drinking. Wastewater generated from RO is collected into the bucket & used for cleaning or watering plants etc.	We can save 100-150 Liters of water per day / store, which was getting wasted.
2	DG & EB Light Indication (For diesel saving)	Installed a light indicator (led bulb) near cash counter or gates, in such a way as to be easily visible to cashier or security guards, indicating status of electricity connection wherein green light indicates that electricity line is available in store and Red light will indicate that store is running on DG. This initiative helps us to reduce usage of DG thereby improving our carbon footprint.	This is being used in order to avoid situation where sometimes both DG/ Electricity are running, resulting in wastage of diesel. Green light indicated that electricity is on, we need to quickly shutdown DG, thus saving fuel cost.
3	STP	The capacity of the STP plant is 1,00,000 Liters, out of which we prepare 30,000 liters of water per day, out of which we draw 5,000 liters of water, and we use 25,000 liters of water per day. Out of 5,000 liters whatever wastewater we generate monthly, we dry it through filter press and use it as compost and if our wastewater is less for compost then it is used in our garden.	Water savings by reducing wastage of water and using treated water in gardens, toilet flush etc.
4	Solar Power Panel	We have installed 700 KWP of solar power plant in our warehouse which generates approx. 68,000 KWH of electricity annually.	Use of renewable source of energy thereby improving carbon footprint.

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

The company has a Business Continuity Plan (BCP) that encompasses people, facilities, and critical IT infrastructure across the enterprise. Disaster Recovery (DR) sites are in place to ensure that operations continue uninterrupted. These sites undergo testing periodically, and the results are assessed to determine any necessary actions. The policies and programs aid in enhancing the ability to withstand and respond to unexpected disasters or hazards that may affect business continuity.

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

The company specialises in the retail of fashion garments and is committed to reducing its ecological footprint throughout the product life cycle. This involves a comprehensive assessment of the environmental impact at every stage, including design, manufacturing (through external vendors), inventory management, and waste disposal. By achieving minimal environmental impact at each of these stages, the company aims to ensure a sustainable product life cycle that is environmentally responsible.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. 10%

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

ESSENTIAL INDICATORS

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

The Company is a member of 2 (Two) 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 trade and industry Chamber/ Associations	Reach of trade and industry Chambers/ Associations (State/ National)
1	Retailers Association of India (RAI)	National
2	Confederation of Indian Industry (CII)	National

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

Name of the authority	Brief of the case	Corrective action taken
-	-	-

Not Applicable, as regulatory authorities have not passed any adverse orders against the Company.

LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain	Frequency of review by board (annually/ half yearly/ quarterly/ others-please specify)	Web link, if available
1	RETAILERS ASSOCIATION OF INDIA (RAI)	Active participation in various seminars, conferences and other forums on issues and policy matters that impact the interest of its stakeholders	Yes	Whenever conducted by the associations	http://vmart.co.in/wp-content/uploads/2022/09/Public_Influencing_Regulatory_Policy.pdf
2	CONFEDERATION OF INDIAN INDUSTRIES (CII)	Active participation in various seminars, conferences and other forums on issues and policy matters that impact the interest of its stakeholders	Yes	Whenever conducted by the associations	http://vmart.co.in/wp-content/uploads/2022/09/Public_Influencing_Regulatory_Policy.pdf

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

ESSENTIAL INDICATORS

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

Name and brief detail of the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (yes/no)	Results communicated in the public domain	Relevant Web link
-	-	-	-	-	-

Not applicable, since the company has not undertaken any such project which requires Social Impact Assessment.

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

S.no.	Name of project for which R&R is ongoing	State	District	No. of projects affected families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (in INR)
-	-	-	-	-	-	-

Not Applicable, as there is no ongoing project wherein Rehabilitation and Resettlement (R&R) is being undertaken.

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

V-Mart has multiple modes of communication where a community can raise their concerns and present their needs and requirements and address their concerns through respective grievance redressal mechanisms of the company.

Any person can approach V-Mart to register any concerns and register any complaint by way of the following means:

- By phone on customer care (+91 9027057057)
- By Email- (customercare@vmart.co.in, speakup@vmart.co.in, info@vmart.co.in, cs@vmart.co.in), Whistle Blower Grievances (vigilance.officer@vmartretail.com)
- By Customer Support Section in LimeRoad app
- By Feedback form (available at stores)

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

Parameter	FY-2023-24	FY-2022-23
	Current Financial Year	Previous Financial Year
Directly sourced from MSME/ small producers.	0	0
Sourced directly from within the district and neighbouring districts	0	0

Not Applicable, as the company does not carry out any manufacturing activity. It buys readymade garments from the vendors.

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

Location	FY-2023-24	FY-2022-23
	Current Financial Year	Previous Financial Year
Rural	3%	2%
Semi-urban	21%	21%
Urban	15%	21%
Metropolitan	62%	56%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments (reference: question 1 of essential indicators above):

Detail of negative social impact identified	Corrective action taken
Not Applicable since the Company has not undertaken any Social Impact Assessment.	-

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

S.No.	State	Aspirational district	Amount spent (in INR)
1	West Bengal	Nadia.	1,49,000

3. A Do you have a preferential procurement policy where you give preference to purchases from suppliers comprising marginalized /vulnerable groups? (yes/no)

Yes, our company operates in the dynamic fashion industry, where we are dedicated to fostering an environment of equal opportunities for vendors, regardless of their caste, creed, gender, or business size. We believe in providing a level playing field for all vendors who possess the capabilities to cater to the demands of the fashion-oriented market. V-mart actively supports small vendors, ensuring they have a platform to showcase their products in our stores and business premises.

In line with our commitment to inclusivity, we regularly undertake initiatives to empower and uplift suppliers from marginalised and vulnerable groups. We actively source finished products from these suppliers and provide them with opportunities to exhibit their products in our stores and office premises. Through these efforts, we aim to contribute to a more diverse and inclusive fashion industry, where every talented vendor can thrive and succeed.

B From which marginalized /vulnerable groups do you procure?

We actively procure from various marginalised/vulnerable groups, including Widows/Women workers, NGOs, MSME and Self-help groups across the company. Additionally, we encourage our suppliers to follow the same practice, supporting these underrepresented communities. By sourcing from and empowering these groups, we strive to foster a more inclusive and socially responsible business environment.

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

0

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

S. No.	Intellectual property based on traditional knowledge	Owned/ acquired (yes/no)	Benefit shared (yes/no)	Basis of calculating benefit share
NA	NA	NA	NA	NA

Not applicable, as the company has not derived or shared any benefit from the intellectual properties based on traditional knowledge.

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

Name of authority	Brief of case	Corrective action taken
-	-	-

Not applicable, as such, no adverse orders passed by any regulatory authorities against the Company related to Intellectual property-related disputes.

5. Details of beneficiaries of CSR projects:

S. No.	CSR projects	No. Of persons who benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Ujjwal Bhavishya Scholarship	51	100
2	Community Free School	243	100
3	Girls Ashram	31	100
4	Animal Care	228	100
5	Plantation Drive	7,570	-
6	Flood Relief	5,000	100
7	Plaksha Education Program	600	100
8	Education for construction workers	40	100

- **Ujjwal Bhavishya Scholarship (51)** - Scholarship awarded to school children belonging to the household income below INR Two Lacs per annum.
- **Community Free School (265 +)**- Serving with education to street and rural children who belongs to the underserved communities.
- **Girls Ashram (30 +)** - Providing education, food and shelter to the orphan, abandoned and Child in need of care & protection.
- **Animal Care (250 +)** - Providing food and medical aid to the rescued dogs at the shelter home and dogs on street.
- **Plantation Drive (7570)** - Sapling plantation through store team and customers in the local communities.
- **Disaster Relief (5000+)**- V Mart store team participated in flood relief activity at Barabanki (UP) with the local authorities.

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.

V-Mart fosters a 'Customer First' culture in the organization. To ensure customers' reachability, the company has established multiple lines of communication such as telephonic service requests, whatsapp support, social media, and email-id. We also monitor and receive real-time customer feedback through social media platforms like Facebook and Twitter.

We have established a structured data management system and SLA to ensure every query is responded to within a specified period. In case of escalation, a nominated grievance officer takes up the case and communicates with the customer regarding the closure of the complaint. The company ensures that all grievances or complaints received from customers are addressed by the customer care department of the company and resolved the same on time.

The customer can raise their complaints/queries regarding any activities such as a complaint against the products, replacements, schemes, billing issues, staff behaviour & hygiene issues or any HR and corporate-related queries, etc., through respective grievance redressal mechanisms of the company. The same is addressed, resolved, and redressal actions are promptly and equitably.

A customer can approach V-Mart to register any query, request, or complaint by way of the following means: -

- By phone on customer care (+91 9027057057)
- By Email- (customercare@vmart.co.in, speakup@vmart.co.in, info@vmart.co.in, cs@vmart.co.in), Whistle Blower Grievances (vigilance.officer@vmartretail.com)
- By Customer Support Section in LimeRoad app
- By Feedback form (available at stores)

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

As a percentage of Total Turnover	
Environmental and Social parameters relevant to the product	-
Safe and responsible usage*	11%
Recycling and safe disposal**	80%

*Our product portfolio includes FMCG & staples meant for safe human consumption.

** Major business focus is apparel that isn't hazardous to customers, and of all the waste generated materials that can be recycled are being reused.

3. A number of consumer complaints in respect of the following: -

	FY 2023-24 Current Financial Year		Remarks	FY 2022-23 Previous Financial Year		Remarks
	Received during the year	Pending resolution at the end of the year		Received during the year	Pending resolution at the end of the year	
Data Privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber Security	0	0		0	0	
Delivery of Essential Service	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Others	57,028	17	All complaints resolved by 15 th May'2024	1,34,359	843	

For more details, please refer to Question 23 of Section A.

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

	Number	Reasons for recall
Voluntary recalls	0	There has been no instance of a product recall on account of safety issues. Our products undergo rigorous testing and quality assurance from a safe usage and handling perspective. In addition, our product information, such as manual, leaflet and product packaging, carry safe usage instructions.
Forced recalls	0	There has been no instance of a product recall on account of safety issues. Our products undergo rigorous testing and quality assurance from a safe usage and handling perspective. In addition, our product information, such as manual, leaflet and product packaging, carry safe usage instructions.

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 to the policy.

Yes, our company has put in place a thorough policy that addresses issues related to data privacy and cyber security. We have a Segregation of Duties (SOD) Policy in place as part of our security architecture, which specifies how power and duties for information

security management should be distributed throughout our company. This policy makes sure that everyone has information security-related tasks and responsibilities that are well-defined.

In addition, our information security organisation is structured in a way that encourages organised coordination of information security-related tasks. Effective management of a number of areas is made possible by this unified approach, including incident response, access control, risk assessment and mitigation, and compliance.

Furthermore, our company has a strong risk management policy in place that covers information security and cyber security concerns in particular. This strategy describes a methodical way to recognise, evaluate, and keep an eye on the effects of these risks. We can protect our information assets and proactively minimize potential dangers by implementing efficient risk management techniques.

(Only Link to be provided in case answer is Yes)

<http://vmart.co.in/privacy-policy/>

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.

During the Financial Year 2023–2024, no noteworthy problems with consumer data privacy, cyber security, or advertising for vital services, or with product recalls, have come to light. Furthermore, authorities have not imposed any fines or taken any regulatory action in relation to our goods or services.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact- 0
- b. Percentage of data breaches involving personally identifiable information of customers- 0

Throughout the Financial Year 2023-24, the entity did not receive any reports or raise any concerns regarding data breaches from any third part.

LEADERSHIP INDICATORS

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

V-Mart's all products are now available at LimeRoad.com.

The company's vision is to serve customers through its own LimeRoad omni channel platform, and it aims to be a top shopping destination both online and in stores.

OneClick process in all stores has been implemented, through which CSA can offer to customers to place their unavailable size at store through the LimeRoad Platform.

To specifically check out the V-Mart range, the company has built a standalone section on the LimeRoad website and App - <https://www.limeroad.com/vmart/exclusive>.

Through social media platforms like Instagram, YouTube, and Facebook posts, specific products are linked to the curated collection of V-Mart products on the LimeRoad platform.

To spread the online presence of V-Mart products, the company is currently available on Myntra and Flipkart serving Myntra and Flipkart customers through all the stores and warehouses.

In FY 24, the company stopped selling on Amazon due to a strategic tie-up with Myntra. Additionally, the company has stopped operations on vmartretail.com portal and redirected customers to LimeRoad.com.

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

Our company ensures that all safety instructions are prominently displayed on the labels of each product. With educational purposes in mind, we provide clear and concise instructions for washing, drying, cleaning, avoiding bleach usage, ironing, and more. Additionally,

we make sure to disseminate comprehensive information about the size, pattern, colour, fabric type, and other relevant details across all channels and platforms where our products are accessible to consumers. Our commitment to transparency and consumer education allows for a seamless and informed shopping experience.

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

Not Applicable

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

Yes, the company displays all requisite information on the product as per the applicable laws (such as Legal Metrology).

Yes, customer surveys, customer data analytics and other customer research were carried out during the year based on the business need. The company conducts surveys through its customer's feedback received via online rating and by filling up questionnaires as provided by company.