

August 03, 2022

To,  
BSE Limited  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Fort,  
Mumbai 400 001.  
Stock Code : 532638  
Stock Symbol : SHOPERSTOP

Dear Sir / Madam,

**Sub: Business Responsibility and Sustainability Report (BRSR) – Annual Report FY 2021-2022**

We refer to your BSE circular notice no. 20220715-14 dated July 15, 2022 for filing the extract of BRSR in PDF mode under the path Listing Compliance – Corporate Announcement – Security Type (Equity and Debt/CP) – Scrip Code - Category / Sub-Category -Business Responsibility and Sustainability Reporting (BRSR).

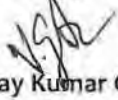
Accordingly, please find attach herewith Business Responsibility and Sustainability Report (BRSR) which forms part of Annual Report FY 2021-2022.

The aforesaid documents along with full set of Annual Report and Notice of 25<sup>th</sup> AGM are available on the corporate website of the Company at <https://corporate.shoppersstop.com/investors/annual-report/>.

Kindly take the same on record.

Thank you.

Yours truly,  
For Shoppers Stop Limited

  
Vijay Kumar Gupta  
Vice President- Legal, CS & Compliance Officer  
ACS No: 14545



Encl: A/a

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L51900MH1997PLC108798
2. Name of the Listed Entity	Shoppers Stop Limited
3. Year of incorporation	1997
4. Registered office address	Umang Tower, 5 <sup>th</sup> Floor, Mindspace, Off. Link Road, Malad (West), Mumbai - 400 064.
5. Corporate address	Umang Tower, 5 <sup>th</sup> Floor, Mindspace, Off. Link Road, Malad (West), Mumbai - 400 064.
6. E-mail	<a href="mailto:company.secretary@shoppersstop.com">company.secretary@shoppersstop.com</a>
7. Telephone	022-42497000
8. Website	<a href="http://www.shoppersstop.com">www.shoppersstop.com</a>
9. Financial year for which reporting is being done	April 1, 2021 to March 31, 2022
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital	₹ 54.75 Crores

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

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

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

### II. Products/services

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

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

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

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

### III. Operations

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

Location	Number of plants	Number of offices	Total
<b>National*</b>	Not Applicable	88 Departmental stores, 11 HomeStop stores, 136 Beauty stores, 24 Airport stores, 1 Service Office 4 Warehouses	264
<b>International*</b>	Not Applicable	Nil	Nil

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

#### 17. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	20 States
International (No. of Countries)	Nil

b. **What is the contribution of exports as a percentage of the total turnover of the entity?** - Not Applicable

c. **A brief on types of customers**

Our customers broadly fall into three categories i.e Personal Shoppers, Digital Shoppers; White Glove Service Customers and walk in customers:-

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

#### IV. Employees

18. **Details as at the end of Financial Year:**

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	5,403	3,837	71.02	1,565	28.97
2.	Other than Permanent (E)	1,473	1,119	75.97	354	24.03
3.	<b>Total employees (D + E)</b>	6,876	4,956	72.03	1,919	27.91
<b>WORKERS</b>						
4.	Permanent (F)			Nil		
5.	Other than Permanent (G)					
6.	<b>Total workers (F + G)</b>					

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	29	25	86.21	4	13.79
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D + E)</b>	29	25	86.21	4	13.79
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)			Nil		
5.	Other than Permanent (G)					
6.	<b>Total differently abled workers (F + G)</b>					

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

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel	3	0	0%

**20. Turnover rate for permanent employees and workers**

	FY 2021-2022 (Turnover rate in current FY)			FY 2020-2021 (Turnover rate in previous FY)			FY 2019-2020 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	37.37%	40.79%	38.39%	50.26%	56.20%	52.01%	32.83%	35.84%	33.72%
<b>Permanent Workers</b>	Not Applicable								

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

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

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/ Subsidiary/Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Shopper’s Stop Services (India) Limited	Wholly owned Subsidiary	100%	No
2.	Shoppers’ Stop.Com (India) Limited	Wholly owned Subsidiary	100%	No
3.	Upasna Trading Limited	Wholly owned Subsidiary	100%	No
4.	Gateway Multichannel Retail (India) Limited	Wholly owned Subsidiary	100%	No
5.	Crossword Bookstores Private Limited*	Associate	49%	No

\*During the year under review, Crossword Bookstores Private Limited (earlier Crossword Bookstores Limited) ceased to be wholly owned subsidiary of your Company w.e.f October 11, 2021, by virtue of the Company disposing off 51% of its stake to M/s. Dinesh Gupta, Aakash Gupta & Family (Owners of Agarwal Business House) (ABH). Further, your Company has disposed of another 19.50 % of the share capital of the Crossword, on April 08, 2022 to the aforesaid buyers. Crossword Bookstores Private Limited continues to be an Associate Company.

**VI. CSR Details**

- 22. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013:** (Yes/No) : Yes
- (ii) **Turnover (in ₹) :** ₹ 2,493.81 Crores (Standalone)
- (iii) **Net worth (in ₹) :** ₹ 98.28 Crores (Standalone)

**VII. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Not Applicable	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	No	Nil	Nil	-	Nil	Nil	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	<a href="https://corporate.shoppersstop.com/investors/shareholder-query/">https://corporate.shoppersstop.com/investors/shareholder-query/</a> and <a href="https://scores.gov.in/scores/Welcome.html">https://scores.gov.in/scores/Welcome.html</a>	Nil	Nil	-	309	Nil	All the complaints were pertaining to right issue were resolved.
Employees and workers*	Yes, available on Company intranet <a href="http://www.spandhan.in/Pages/SSHHome.aspx">http://www.spandhan.in/Pages/SSHHome.aspx</a>	Nil	Nil	-	Nil	Nil	-
Customers**	Yes, <a href="https://www.shoppersstop.com/">https://www.shoppersstop.com/</a>	2,01,985	2,00,842	***	2,13,895	2,12,724	***
Value Chain Partners	No	Nil	Nil	-	Nil	Nil	-
Other (please specify)	No	Nil	Nil	-	Nil	Nil	-

\*Unfair separation, Favouritism, Inappropriate Behaviour, Misconduct, Workplace Harassment, Misuse of Power.

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

\*\*\* The number of customer complaints / queries are not comparable with that of the previous year as in FY 2021, owing to the pandemic. Also, in FY 2022 the complaints / queries increased in the context of our significantly enlarging the scale of online business.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Saving of Electricity at stores by implementation of IOT solutions that will monitor and control temperatures.	Opportunity (O)	Saving of cost and conservation of natural resources (Opportunity)	Not Applicable	Cost efficient (positive implication)
2	Further your Company is undertaking an internal assessment to identify sustainability issues pertaining to its business.				

#### SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Principle wise (as per NVGs) BR Policies

**P1** Ethics, Transparency and Accountability

**P2** Product Responsibility

**P3** Wellbeing of Employees

**P4** Responsiveness to Stakeholders

**P5** Human Rights

**P6** Environmental Responsibility

**P7** Public Policy Advocacy

**P8** Inclusive Growth and Equitable Development

**P9** Engagement with Customers

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
<b>Note 1:</b>	Policies mandated under the Companies Act, 2013 (the Act) and the Listing Regulations are approved by the Board and is signed by the Managing Director & Chief Executive Officer. Other policies are approved by the Managing Director & Chief Executive Officer/ Functional Heads of the Company, as appropriate from time to time								
c. Web Link of the Policies, if available	Policies mandated to be displayed on website of the Company as per the Act and Listing Regulations are displayed at <a href="https://corporate.shoppersstop.com/investors/policies/">https://corporate.shoppersstop.com/investors/policies/</a> and all other policies are displayed on intranet platform 'Spandhan'								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	No	No	No	No	No	No	No	No	No
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements									
Name of Director responsible for the Business Responsibility Report	Venu Nair, Managing Director & CEO								
Highlights of ESG related challenges	Your Company is in the process of identifying and undertaking ESG related challenges.								
Targets and achievements	Your Company has been undertaking measures for conservation of energy (which includes using environmental friendly material in setting up its stores, saving of electricity at stores and service office by implementation of IOT solutions that will monitor and control temperatures, reduction / re-use of waste generated in its business, etc.)  Your Company would further identify the key areas for laying out the ESG goals of your Company and developing ESG strategies.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Venu Nair, Managing Director & CEO is responsible for implementation and oversight of the Business Responsibility policy (ies). The Business Responsibility performance would be periodically assessed by the Management / Board of Directors and its Committees								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Venu Nair, Managing Director & CEO is responsible for implementation and oversight of the Business Responsibility policy (ies). The Business Responsibility performance would be periodically assessed by the Management / Board of Directors and its Committees								

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	BR policies of the your Company are reviewed periodically or on a need basis by the Management/ Board of Directors and its Committees.									Currently, the Company has not mapped frequency for review of performance and policies however, The Company has been abiding the spirit and content of the Code of Conduct and the applicable laws are captured in the policies framed by the Company.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Your Company is in compliance with statutory requirements as applicable.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No	No	No	No	No	No	-	No	No	The internal auditors and GRC function carry out independent audit / evaluation of working of these policies from time to time.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify) <b>Note 1</b>	-	-	-	-	-	-	-	-	-

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

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

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

**Essential Indicators**

Segment	Total No of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Persons (KMPs)	Board of Directors and KMPs are periodically updated about the matters relating to economy, business, environment, statute, governance etc., as are necessary to enable them to perform effectively.		
Employees other than BOD and KMPs	Upto 8 training sessions organized for each of the managers and the executives.	Shoppers Stop Limited Code of Conduct <ul style="list-style-type: none"> <li>• Insider Trading</li> <li>• Whistle Blower Policy</li> <li>• Prevention of Sexual Harassment (POSH)</li> <li>• Personal Shoppers Training Programme</li> <li>• Learn Excel Achieve and Perform Programme (L.E.A.P)</li> <li>• Baby Kangaroo</li> <li>• Learning Planet</li> </ul>	95%
Workers	Not Applicable		

2. **Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):**

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

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	Nil

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

Your Company has zero tolerance towards bribery and corruption. The same forms a part your Company’s HR Handbook and Code of Conduct for Board of Directors and Senior Management which can be accessed at <https://corporate.shoppersstop.com/investors/policies/>.



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

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

	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2021-22 Current Financial Year	Remarks	FY2020-21 Previous Financial Year	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Nil	0	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Nil	0	Nil

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. - Not Applicable.**

**Leadership Indicators**

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

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

**2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.**

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

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

**Essential Indicators**

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

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

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

No

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

Not Applicable

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

- As your Company is into retail business and into trading the goods there is no hazardous waste generation.
- As a social and environmentally responsible organization your Company has adopted nil plastics packaging or shopping bags, we are using 100% recyclable paper bags.

- Your Company is receiving the merchandise in 100% recyclable cartons, which your Company re-uses for product replenishment between the DC and Stores and at the end of life of cartons same will be given for recycle through the scrap vendors.
- As environmentally responsible organization your Company is giving the e-waste to authorized e-waste collectors to be disposed off scientifically.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Your Company is assessing the applicability of EPR on its business activities.

**Leadership Indicators**

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

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

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

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

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

Not Applicable for reason as given above.

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

	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Re-Used	Re-cycled	Safety Disposed	Re-Used	Re-cycled	Safety Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-Waste	Nil	Nil	0.323 Metric Tonnes	Nil	Nil	1.277 Metric Tonnes
Hazardous Waste	Nil	Nil	Nil	Nil	Nil	Nil
Other Waste	Nil	Nil	Nil	Nil	Nil	Nil

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

Not Applicable for reason as given above.

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

**Essential Indicators**

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	3,692	2,826	76.54	3,692	100	0	0	91	2.46	Nil	Nil
Female	1,467	1,230	83.84	1,467	100	33	2.25	0	0	Nil	Nil
<b>Total</b>	<b>5,159</b>	<b>4,056</b>	<b>78.62</b>	<b>5,159</b>	<b>100</b>	<b>33</b>	<b>0.64</b>	<b>91</b>	<b>1.76</b>	<b>Nil</b>	<b>Nil</b>
<b>Other than Permanent workers</b>											
Male								Nil			
Female								Nil			
<b>Total</b>								Nil			

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male											Nil
Female											Nil
<b>Total</b>											Nil
<b>Other than Permanent workers</b>											
Male											Nil
Female											Nil
<b>Total</b>											Nil

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

Benefits	FY 2021-22 Current Financial Year			FY 2020- 21 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	95.65	-	Y	97.28	-	Y
Gratuity	95.65	-	Y	97.28	-	Y
ESI	54.24	-	Y	59.13	-	Y
Others - Superannuation	0.03	-	Y	0.03	-	Y

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

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

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

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

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

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	93.22%	86.44%	Not Applicable	
<b>Total</b>	<b>97.08%</b>	<b>94.16%</b>		

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

	Yes / No. (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	Yes. Details of mechanism given below.
Other than Permanent Employees	

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

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

The Company does not have any employee associations or Union.

Category	FY 2021-22 Current Financial Year			FY 2020- 21 Previous Financial Year		
	Total employees /workers in respective category (A)	No. of employees/ Workers in respective category, who are part of association(s)or Union (B)	% (B/A)	Total employees /workers in respective category (C)	No. of employees/ Workers in respective category, who are part of association(s)or Union (D)	% (D/C)
Total Permanent Employees			Nil			
- Male			Nil			
- Female			Nil			

## 8. Details of training given to employees

Category	FY 2021-22 Current Financial Year					FY 2020-21 Previous Financial Year				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	3837	3837	100	3837	100	3672	3672	100	3672	100
Female	1565	1565	100	1565	100	1465	1465	100	1465	100
<b>Total</b>	<b>5403</b>	<b>5403</b>	<b>100</b>	<b>5403</b>	<b>100</b>	<b>5138</b>	<b>5138</b>	<b>100</b>	<b>5138</b>	<b>100</b>
<b>Workers</b>										
Male										Nil
Female										Nil
<b>Total</b>										Nil

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

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	351	238	68%	373	242	65%
Female	81	72	89%	92	63	68%
<b>Total</b>	<b>432</b>	<b>310</b>	<b>72%</b>	<b>465</b>	<b>305</b>	<b>66%</b>
<b>Workers</b>						
Male						Nil
Female						Nil
<b>Total</b>						Nil

## 10. Health and Safety Management System

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

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

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

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

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

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

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

Yes

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

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable

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

The COVID-19 pandemic triggered a fundamental shift away from the normal working environment to the hybrid working model at the workplace. As safety took precedence over productivity, your Company’s stores and services office were shut to protect employees and their families. As the offices and stores got closed associates home became the new workspace for them.

At the service office, all the employees who were working on desktop were given laptops for them to work from home (WFH). Throughout the organisation “Teams” became the new normal for having meetings, conversations and engagement and ensuring digital mindset becomes the way forward for work. Slowly as the government relaxed the lockdown, as an organization, your Company introduced precautionary measures with respect to employees’ safety and wellbeing. Your Company started with the hybrid work culture, under which 30% employee’s were asked to come to office and rest were working from home. Pregnant women, young mothers, associates who had elderly family members at home and employees who had health issues were recommended strongly to work from home. Departments roaster was made in such a manner that employees were present at the office either twice or thrice a week. With further relaxation by the government norms we have started calling 50 % employees to office but hybrid work culture is to stay here as a new normal and as an organisation with the changing time your Company have embraced the same.

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

	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

**14. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Not Applicable
Working Conditions	Not Applicable

Since, Your Company is not into manufacturing business aforesaid assessments are not applicable.

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

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

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

**Leadership Indicators**

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

Yes, Employees are covered under Life Insurance.

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

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

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

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

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

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

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

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

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

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

**Essential Indicators**

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

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

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

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

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

**Leadership Indicators**

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

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

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

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

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

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



**PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS**

**Essential Indicators**

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

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	5403	5403	100	5138	5138	100
Other than Permanent	1473	1473	100	1375	1375	100
<b>Total</b>	<b>6876</b>	<b>6876</b>	<b>100</b>	<b>6513</b>	<b>6513</b>	<b>100</b>
<b>Workers</b>						
Male			Nil			
Female			Nil			
<b>Total</b>			Nil			

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

Category	FY 2021-22 Current Financial Year					FY 2020-21 Previous Financial Year				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (B/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	3,837	883	23.01	2,954	76.99	3,672	884	24.07	2,788	75.93
Female	1,565	351	22.43	1,214	77.57	1,465	364	24.85	1,101	75.15
<b>Other than Permanent</b>										
Male	1,119	1,119	100	0	0	1,045	1,045	100	0	0
Female	354	354	100	0	0	330	330	100	0	0
<b>Workers</b>										
<b>Permanent</b>										
Male										Not Applicable
Female										Not Applicable
<b>Other than Permanent</b>										
Male										Not Applicable
Female										Not Applicable

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category (₹ in Lakhs)	Number	Median remuneration/salary/ wages of respective category (₹ in Lakhs)
Board of Directors (BoD)	9	10.00	1	7.5
Key Managerial Personnel	3	201.22	0	Nil
Employees other than BoD and KMP	3,834	2.98	1,565	3.11
Workers	Nil	Nil	Nil	Nil

**4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

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

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

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

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

	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	13	0	The complaints received were investigated by the POSH Committee and necessary actions were taken on the same.  The status on the complaints was placed before the Board and NRC periodically.	16	0	The complaints received were investigated by the POSH Committee and necessary actions were taken on the same.  The status on the complaints was placed before the Board and NRC periodically.
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						Nil
Wages						
Other human rights related issues						

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

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

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

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

**9. Assessments for the year:**

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

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

Not Applicable.

### Leadership Indicators

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

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

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

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

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

Yes, at Stores and Services Office.

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

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

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

Not Applicable.

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

**Essential Indicators**

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Total electricity consumption (A)	4,53,18,501	3,50,41,174
Total fuel consumption (B)	Not Applicable	Not Applicable
Energy consumption through other sources (C)	Not Applicable	Not Applicable
<b>Total energy consumption (A+B+C)</b>	<b>4,53,18,501</b>	<b>3,50,41,174</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	Not Applicable	Not Applicable
Energy intensity (optional) - the relevant metric may be selected by the entity	Not Applicable	Not Applicable

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

No

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

Not Applicable

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

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	Nil	Nil
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Your Company receives water at the stores from the Mall management and the same is not metered. Accordingly, the quantity of the water consumption cannot be identified.	
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	Nil	Nil
<b>Total volume of water consumption (in kilolitres)</b>	Nil	Nil
<b>Water intensity per rupee of turnover (Water consumed/turnover)</b>	Nil	Nil
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	Nil	Nil

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

Not Applicable

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

Not Applicable

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

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

Parameter	Please specify unit	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
NOx			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)		Not Applicable	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

Not Applicable

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

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

Parameter	Unit	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Not Applicable	Not Applicable
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emissions per rupee of Turnover		Not Applicable	Not Applicable
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity		Not Applicable	Not Applicable

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

Not Applicable

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

Your Company has installed at its various stores solar roof top for energy generation and saving, your Company plans to install solar roof top in all its stores.

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	Your Company fully re-uses the plastic supplied with the merchandise.	
E-waste (B)	0.323 Metric Tonnes	1.277 Metric Tonnes
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	Not Applicable	Not Applicable
Radioactive waste (F)	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. (G)	Not Applicable	Not Applicable
Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	Not Applicable	Not Applicable
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>0.323 Metric Tonnes</b>	<b>1.277 Metric Tonnes</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	Not Applicable	Not Applicable
(ii) Re-used	Not Applicable	Not Applicable
(iii) Other recovery operations	Not Applicable	Not Applicable
<b>Total</b>	<b>Not Applicable</b>	<b>Not Applicable</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	Not Applicable	Not Applicable
(ii) Landfilling	Not Applicable	Not Applicable
(iii) Other disposal operations	Not Applicable	Not Applicable
<b>Total</b>	<b>Not Applicable</b>	<b>Not Applicable</b>

**Note:**

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

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

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

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

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

Not Applicable

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

Not Applicable

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

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

**Leadership Indicators**

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

Parameter	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A)	Not Applicable	Not Applicable
Total fuel consumption (B)	Not Applicable	Not Applicable
Energy consumption through other sources (C)	Not Applicable	Not Applicable
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>Not Applicable</b>	<b>Not Applicable</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	4,53,18,501	3,50,41,174
Total fuel consumption (E)	Not Applicable	Not Applicable
Energy consumption through other sources (F)	Not Applicable	Not Applicable
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>4,53,18,501</b>	<b>3,50,41,174</b>

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

2. **Provide the following details related to water discharged:**  
Not Applicable

**Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency**  
Not Applicable

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

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

(i) **Name of the area**

(ii) **Nature of operations**

(iii) **Water withdrawal, consumption and discharge**

Not Applicable

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

Not Applicable

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

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Waste Recycling	<ul style="list-style-type: none"> <li>Revised partition details for new stores resulting in 70% lesser usage of cladding material.</li> <li>Recycled store fixtures and lighting from closed down store Thane to another stores in the same region. Revamped and reused, all Back of house fixtures in Jodhpur and Lulu Trivandrum store</li> <li>Eliminated dedicated toilets within the store in all new and renovation stores that are 25,000 sq.ft. or lesser in size utilizing the common facilities available in the mall.</li> <li>Minimize scope of works in all renovation stores by retaining 90%+ false ceiling and all services above false ceiling.</li> <li>Used environment-friendly alternatives wherever possible, in line with best-in-class store planning and maintenance practices.</li> </ul>	Reduced waste which resulted into economizing of costs to large extent.
2.	Energy efficient	<ul style="list-style-type: none"> <li>Hi-lumen LED lighting in all our new and renovation stores resulting in approx. 20% lesser light fixtures.</li> <li>Planned generic fixtures for all categories in 15+ new and renovated to eliminate fixtures scrapping due to frequent brand changes.</li> <li>Stores solar roof top for energy generation installed at various stores</li> </ul>	This helped in reduction of electricity which resulted into cost saving.

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

Your Company has business continuity management systems (BCMS) policies in place, to cover the risk to business continuity. The BCMS systems and processes is an exercise to analyze specific risk scenarios and document dependencies on both system and personnel including third party vendor personnel. The policy and programs helps in ensuring better resilience and preparedness to business continuity related challenges, arising out of any unforeseen calamities or risk.

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

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

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

None

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

**Essential Indicators**

1. a. Number of affiliations with trade and industry chambers/associations.
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Confederation of Indian Industry (CII)	
2.	Federation of Indian Chambers of Commerce & Industry and Confederation of Indian Industry (FICCI)	National
3.	Intercontinental Group of Departmental Stores (IDGS)	
4.	Retailers Association Of India (RAI)	

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.** - No issues reported.

**Leadership Indicators**

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

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

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

**Essential Indicators**

1. **Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**  
Not Applicable

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

3. **Describe the mechanisms to receive and redress grievances of the community**  
Not Applicable

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers**  
Your Company is not engaged in manufacturing, however it does get apparels and other retail products manufactured from vendors. Accordingly, there is no input material. The final product is sold by your Company under its brands.

	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Directly sourced from MSMEs/small producers	NA	NA
Sourced directly from within the district and neighbouring districts	NA	NA

**Leadership Indicators**

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above) -**  
Not Applicable

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

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



3. a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)**  
No. However, your Company does work with MSME vendors.
- b) **From which marginalized/vulnerable groups do you procure?**  
MSME vendors.
- c) **What percentage of total procurement (by value) does it constitute?**  
NA (for reason as explained herein above)
4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge**  
Not Applicable
5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved**  
Not Applicable

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

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Goonj project (Project details is available in Annexure II of Directors Report which forms part of Annual Report)	Approx. 18,155 women's benefited from CSR Project	100%

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

**Essential Indicators**

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**  
Your Company has a customer care number, email, website through which customers can log and register their queries/feedback/complaints.
2. **Turnover of products and/services as a percentage of turnover from all products/service that carry information about**
- |                                                             | As a percentage to total turnover                                    |
|-------------------------------------------------------------|----------------------------------------------------------------------|
| Environmental and social parameters relevant to the product | Currently, your Company has negligible percentage of total turnover. |
| Safe and responsible usage                                  |                                                                      |
| Recycling and/or safe disposal                              |                                                                      |

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

	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Received During the Year	Pending resolution at end of	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	Nil	Nil		Nil	Nil	

4. **Details of instances of product recalls on accounts of safety issues -**  
No such case reported

5. **Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

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

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

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**

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

#### Leadership Indicators

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

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

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

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

3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**  
Not Applicable

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

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

#### **Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

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

5. **Provide the following information relating to data breaches:**

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

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