

July 18, 2023

The Manager
Corporate Relationship Department
BSE Limited
1st Floor, New Trading Wing,
Rotunda Building,
P J Towers, Dalal Street, Fort,
Mumbai - 400001

BSE Security Code: 500043

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
Plot No. C-1, Block G,
Bandra Kurla Complex, Bandra (E),
Mumbai - 400051

NSE Symbol: BATAINDIA

The Secretary
**The Calcutta Stock Exchange
Limited**
7, Lyons Range,
Kolkata - 700001

CSE Scrip Code: 10000003

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Reporting

In compliance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended), please find enclosed herewith the Business Responsibility and Sustainability Report for the financial Year 2022-23, which also forms part of the Annual Report for the financial year ended March 31, 2023.

We request you to take the same on record.

Thanking you,

Yours faithfully,
For BATA INDIA LIMITED

NITIN BAGARIA
AVP - Company Secretary & Compliance Officer

Encl.: As above

BATA INDIA LIMITED

CIN: L19201WB1931PLC007261

Registered Office: 27B, Camac Street, 1st Floor, Kolkata-700016, West Bengal || Tel.: (033) 23014400 || Fax: (033) 22895748

E-mail: in-customer.service@bata.com || Website: www.bata.in



Annexure IX

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Preamble

This is the first edition of our Business Responsibility & Sustainability Report (BRSR) for the financial year 2022-23, in which we have endeavoured to provide all essential disclosures as required by SEBI. The BRSR offers a comprehensive perspective to the stakeholders and an insight into the Company's impact on the economy, environment and society. The BRSR also showcases the commitment of the Company to sustainable development. Items which are not applicable to the Company have not been separately commented upon.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L19201WB1931PLC007261
2. Name of the Listed Entity	Bata India Limited
3. Year of incorporation	1931
4. Registered office address	27B, Camac Street, 1 st Floor, Kolkata - 700016, West Bengal
5. Corporate address	Bata India Limited Bata House, 418/02, M. G. Road, Sector 17, Gurugram - 122002, Haryana
6. E-mail	share.dept@bata.com
7. Telephone	(033) 22895796 / 23014421
8. Website	www.bata.in
9. Financial year for which reporting is being done	April 1, 2022 - March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited ('BSE'), National Stock Exchange of India Limited ('NSE') and The Calcutta Stock Exchange Limited ('CSE')
11. Paid-up Capital	Rs. 642.64 Million
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Anjan Kundu / Mr. Nitin Bagaria Email address: in-customer.service@bata.com / in-company.secretary@bata.com Telephone: (033) 23014400 / (0124) 3990100
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, unless otherwise stated

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	82.2%
2.	Trade	Wholesale Trading	17.8%

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.	Footwear	47713, 46413	94%

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

Location	Number of plants	Number of offices	Total
National	4	6	10
International	-	-	-

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

Locations	Numbers
National (No. of States)	28
International (No. of Countries)	6

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

~0.28%

c. A brief on types of customers:

The Company serves retail and institutional customers. Retail customers constitute of men, women and children across all age groups. The Company is the largest retailer of footwear in India with a retail network of over 2000 stores in close to 700 towns and cities. The Company also sells its products through its website and marketplaces.

The Company serves institutional customers through its Non-Retail Business.

IV. Employees
18. Details as at the end of Financial Year 2022-23:
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)	2671	2471	93%	200	7%
2.	Other than Permanent (E)	4992	3972	80%	1020	20%
3.	Total employees (D + E)	7663	6443	84%	1220	16%
WORKERS						
4.	Permanent (F)	1750	1555	89%	195	11%
5.	Other than Permanent (G)	638	516	81%	122	19%
6.	Total workers (F + G)	2388	2071	87%	317	13%

**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)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	-	-	-	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	2	1	50%	1	50%
5.	Other than permanent (G)	3	2	67%	1	33%
6.	Total differently abled workers (F + G)	5	3	60%	2	40%

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22%
Key Management Personnel	2	-	-

20. Turnover rate for permanent employees and workers:

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8%	14%	11%	7%	20%	13%	13%	17%	16%
Permanent Workers	4%	1%	6%	6%	1%	3%	6%	0%	2%

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 company/ 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.	Bata (BN) B.V.	Holding (holds 50.16% in the Company)	N.A.	Yes (to the extent applicable)
2.	Bata Properties Limited	Wholly Owned Subsidiary	100%	No
3.	Way Finders Brands Limited	Wholly Owned Subsidiary	100%	No

Note: The operations of these Wholly Owned Subsidiaries (WOSs) being insignificant, presently there is no direct participation by these WOSs in the BR initiatives of the Company.

VI. CSR Details

- 22.** i. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) : Yes
 ii. Turnover (in Rs. Million) (FY 2022-23) : 34515.68
 iii. Net worth (in Rs. Million) (FY 2022-23) : 14338.99

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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	Yes, https://www.bata.in/whistle-blow-policy.html	0	0	-	0	0	-
Investors (other than shareholders)	Yes, https://www.bata.in/investor-information.html	0	0	-	0	0	-
Shareholders	Yes, https://www.bata.in/investor-information.html	15	1	-	4	0	-
Employees and workers	Yes, https://www.bata.in/whistle-blow-policy.html https://www.bata.in/posh-policy.html	15	7*	-	10	1*	-
Customers	Yes, https://www.bata.in/contact-us.html https://www.bata.in/bata-store-exchange-claim-policy.html	3	0	-	7	0	-
Value Chain Partners	Yes, https://www.bata.in/whistle-blow-policy.html	3	1*	-	0	0	-

*Resolved subsequently.

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.



The Company considers the following as responsible business conduct and sustainability topics pertaining to environmental and social matters that could impact the business conduct:

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.	Ethical Business Conduct	Risk	Unethical conduct by the Company and its representatives may result in loss of reputation and invite concerns from stakeholders	The Company shall ensure that its representatives adhere to Corporate Governance norms and the Code of Conduct. It may undertake due diligence / audit to identify cases of misconduct / breach and take necessary actions	Negative
2.	Sustainable Operations	Opportunity	Sustainable operations help maximizing long-term value creation through minimizing impact on ecology, ensuring safe work environment and caring for communities	N.A.	Positive
3.	Responsible Value Chain	Risk	(ESG) issues at the end of value chain partners may lead to disruption in supply of input materials / services and loss of reputation	Regular assessment of value chain partners to ensure compliance of the Code of Conduct and identification and mitigation of ESG risks	Negative
4.	Responsible Product Offering	Opportunity	Develop new products and processes that fulfils the demands and expectations of our existing customers, attracts new customers and reduce environmental footprint	N.A.	Positive
5.	Inclusive Growth	Opportunity	Helps in the growth and stability of the Company by retaining and attracting diverse talent pool	N.A.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
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	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	The policies which are mandatorily required to be uploaded on the website of the Company have been uploaded on www.bata.in under the tab "Investor Relations > Company Policies" at https://www.bata.in/investor-relations.html and is available at the link https://www.bata.in/company-policies.html								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	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.	<p>The Company has taken continuous initiatives in adopting and implementing the highest standards of sustainability and governance. The Company is also aligning reporting initiatives with Global Reporting Initiative (GRI) 2021 Standards. The Company has achieved for its manufacturing plant benchmarks in the fields of Quality Management Systems (ISO 9001:2015), Environment Management System (ISO 14001:2015) and Occupational Health and Safety (ISO 45001:2018) standards. Other initiatives are as under:</p> <ul style="list-style-type: none"> • Following an inclusive approach to identify the key material issues as per Sustainability, Accounting Standards Board (SASB) and adopting MSCI frameworks to identify the sector-specific material issues. • Aligning interventions with the UN SDGs and targets which primarily focus on the following four goals: Good health & well-being, Quality education, Reduced inequalities and Partnership for success. • Bata Supplier Code of Conduct is aligned with the UN's Universal Declaration of Human Rights and is based on the Core Conventions of the International Labour Organization. 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company is working towards various goals and objectives, including embedding sustainability into all its operations to contribute towards a healthier planet.</p> <p>The Board's Report, which forms part of this Annual Report, contains further information in this regard.</p> <p>Further details in this regard are displayed on the website of Bata Group (www.thebatacompany.com)</p>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>As part of the roadmap to achieve the goals and objectives, the Company has laid down activities which will aid in progress and ultimately achieving the commitment.</p> <p>The Board's Report, which forms part of this Annual Report, contains further information in this regard.</p>								



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*)

BATA INDIA LIMITED is, inter alia, committed to:

- Take in consideration of Environment, Occupational Health and Safety Issues in Business Planning & Decision Making.
- Provide appropriate training to enable all employees to accept individual responsibility for Environment, Health & Safety and its continuous improvement.
- Provide and maintain facilities, equipments, operations and working conditions, which are safer to Employees, Visitors and Contractors at Company’s premises.
- Ensure safe handling, storage, use and disposal of substances and materials, which are classified as hazardous to health & Environment.
- Reduce waste, conserve energy and promote recycling of waste materials as maximum as possible.
- Institute and implement a system of regular EHS audit in order to ensure compliance with laid down policy, benchmarked standards, relevant laws, applicable regulations and code of practice.
- Share EHS Information proactively with business partners towards inculcating International standard across the value chain of which Bata is a part.

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

The Board of Directors of the Company, assisted by CSR Committee, is the highest authority, responsible for implementation and oversight of the Business Responsibility policies. The Board ensures that the Company has a clear vision, mission and goals to fulfil and exceed the expectations of its stakeholders and create stakeholders’ value in a sustainable and prosperous manner.

The CSR Committee is designated to take decisions on ESG / Sustainability related matters. The Committee also oversees the preparation, implementation and reporting of ESG, Sustainability and Conducting Business in a responsible manner.

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 CSR Committee is designated to take decisions on ESG / Sustainability related matters. The Committee also oversees the preparation, implementation and reporting of ESG, Sustainability and Conducting Business in a responsible manner.

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	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	A	A

	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.									
	The Company periodically evaluates the working of the policies through its internal audit team. Gaps identified, if any, are suitably addressed in prompt manner.								
	Further, the accreditation process includes ongoing periodic assessments as well as internal and external audits of the Quality, Safety & Health and Environmental aspects.								

12. If 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 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)									

Not Applicable

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.

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 programmes on any of the principles during the financial year:

Segment	Total number 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	1	<ul style="list-style-type: none"> Regulatory Changes and Impact Working Conditions, Health & Safety Practices, Energy Consumption, Emissions, etc. 	100%
Key Managerial Personnel	2	<ul style="list-style-type: none"> Regulatory Changes and Impact ESG / Sustainability 	100%
Employees other than BoD and KMPs	120+	HR Orientation / Induction Training / SAP / POSH Awareness / Safety / ESG / Sustainability / Skill Development / Well Being / Functional, Behaviour and Product Training, etc.	100%
Workers	80+	HR Orientation / Induction Training / POSH Awareness / Safety / ESG / Skill Development / Well Being / Functional, Behaviour and Product Training, etc.	100%



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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			NIL		
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			NIL		
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
	Not Applicable

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. Various provisions, namely, Ethics and Conduct, Principles of Conduct, Potential Conflict etc., under the Bata Code of Ethics read together with the Policy on Prohibition on Accepting Gifts and Anti-Bribery provisions under the Bata Supplier Code of Conduct, act as directives on Anti-corruption / Anti-Bribery, inter alia, for the employees of the Company to be observed in all their business dealings.

Web-link for Code of Conduct For Directors, Senior Management Personnel And Functional Heads:
<https://www.bata.in/on/demandware.static/-/Sites-bata-in-Library/default/vca1a6dc6c6c9dd1e1b2bd451ba8726ee06c054d7/Staticpagesimages/Company%20Policies/BIL-CodeofConductforDirectors&SMPs.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 2022-23	FY 2021-22
Directors		
KMPs	NIL	NIL
Employees		
Workers		

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

Not Applicable

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.**

	FY 2022-23	FY 2021-22	Details of improvements in Environmental and social impacts
R&D	1.36%	0.17%	New development in Product development, Use of Energy Efficient Dryer and Change of Fuel system for Boiler, etc.,
Capex	5.54%	2.76%	The Board's Report, which forms part of this Annual Report, contains further information in this regard.

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

Yes. At Bata, “improving lives” is one of our core values. The Company follows a Standard Operating Procedure (SoP) wherein the supplier is onboarded after its evaluation on parameters including and not limited to product quality, adherence to environment, health and safety compliances, commercial viability, approval from R&D department, customer service, reputation, etc. Frequent consultations with suppliers through various means help us ensure a robust supply chain.

The Company uses cotton which is a natural product for all canvas sneakers produced. Globally, Bata Group prefers, wherever feasible, to procure from tanneries that are certified by Leather Working Group (LWG).

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

Bata Group has formulated the Bata Supplier Code of Conduct which is aligned with the UN's Universal Declaration of Human Rights and is based on the Core Conventions of the International Labour Organization. As a responsible Group, the suppliers are being encouraged to conform with the ESG expectations as set out in the Bata Supplier Code of Conduct. Further details on inputs sourcing have been disclosed in the Board's Report..

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

Not Applicable

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

Yes



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 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)
Permanent employees											
Male	2471	2471	100%	2471	100%	-	-	2471	100%	2471	100%
Female	200	200	100%	200	100%	200	100%	-	-	200	100%
Total	2671	2671	100%	2671	100%	200	100%	2471	100%	2671	100%
Other than Permanent employees											
Male	3972	3972	100%	3972	100%	-	-	3972	100%	3972	100%
Female	1020	1020	100%	1020	100%	1020	100%	-	-	1020	100%
Total	4992	4992	100%	4992	100%	1020	100%	3972	100%	4992	100%

Notes:

1. Non-managerial permanent staff are entitled to avail leave for personal reasons including paternity as per policy applicable to them.
2. Other than permanent employees are entitled to avail leave for personal reasons including paternity as per State laws applicable to them.
3. Day Care Facilities are provided as per applicable laws.

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)
Permanent workers											
Male	1555	1555	100%	1555	100%	-	-	1555	100%	1555	100%
Female	195	195	100%	195	100%	195	100%	-	-	195	100%
Total	1750	1750	100%	1750	100%	195	100%	1555	100%	1750	100%
Other than Permanent workers											
Male	516	516	100%	516	100%	-	-	516	100%	516	100%
Female	122	122	100%	122	100%	122	100%	-	-	122	100%
Total	638	638	100%	638	100%	122	100%	516	100%	638	100%

Notes:

1. Workers are entitled to avail leave for personal reasons including paternity as per State laws applicable to them.
2. Day Care Facilities are provided as per applicable laws.

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

Benefits	FY 2022-23			FY 2021-22		
	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%	100%	Y	100%	100%	Y
Gratuity	100%	100%	N.A.	100%	100%	N.A.
ESI	18%	79%	Y	24%	71%	Y
Others, please specify	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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.

The Company’s premises / offices are accessible to differently abled employees and workers by means of lifts, staff assistance, wheelchair facilities and other necessary human assistance.

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

Yes. Everyone is treated and given equal opportunities for employment, regardless of race, colour, religion, gender, sexual orientation, national origin, age, disability, veteran, married or domestic partner status, citizenship, familial affiliation, or any other comparable feature.

Further details in this regard are displayed on the website of Bata Group (www.thebatacompany.com/careers/)

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	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers Other than Permanent Workers	The Company has effective policies in place to receive, redress and monitor the grievances and concerns of employees /workers.
Permanent Employees Other than Permanent Employees	The Company has adopted Whistle Blower policy to enable employees/workers to raise a complaint in case of any concerns. The complaints can be made to the dedicated email id speakout@bata.com . All complaints received on the above mail ID’s will be auto directed to the Audit Committee Chairman. The Company has also adopted POSH Policy to deal with any and all allegations/complaint(s) of Sexual Harassment made by an Employee(s) against an Employee(s), irrespective of whether Sexual Harassment is alleged to have taken place within or outside the Company premises or against employees engaged through third party, business associates, suppliers, vendors, customers visitors and any other related party.

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

Category	FY 2022-23			FY 2021-22		
	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	2671	135	5%	2530	139	5%
Male	2471	134	5%	2357	138	6%
Female	200	1	0.50%	173	1	0.58%
Total Permanent Workers	1750	1750	100%	1818	1818	100%
Male	1555	1555	100%	1606	1606	100%
Female	195	195	100%	212	212	100%

8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year					FY 2021-22 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)
Employees										
Male	4026	572	14%	2684	67%	1703	1300	76%	1213	71%
Female	395	97	25%	215	54%	62	45	73%	53	85%
Total	4421	669	15%	2899	66%	1765	1345	76%	1266	72%
Workers										
Male	5198	675	13%	4067	78%	3317	2877	87%	2765	83%
Female	1283	238	19%	957	75%	653	521	80%	480	74%
Total	6481	913	14%	5024	78%	3970	3398	86%	3245	82%

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2471	2090	85%	2357	1954	83%
Female	200	174	87%	173	133	77%
Total	2671	2264	85%	2530	2087	82%
Workers						
Male	1555	1555	100%	1606	1606	100%
Female	195	195	100%	212	212	100%
Total	1750	1750	100%	1818	1818	100%

10. Health and safety management system:

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

Yes. The Company has adopted Environment, Health & Safety Policy ensuring safe and healthy workplace for all. Consequently, a robust safety management systems exists in all manufacturing units of the Company, including training of workforce on safety requirements, identification of hazards, communication of structural interventions to make workplace safer.

The Company has achieved for its manufacturing plant at Batanagar benchmarks in Occupational Health and Safety (ISO 45001:2018) standards. Other manufacturing units of the Company are implementing similar systems and processes. The Company also engages external parties to conduct audits relating to various aspects of health and safety management system.

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

The Company has established robust emergency control and prevention systems to prevent incidents, injuries and occupational diseases. Considering the hazards associated with operations, the manufacturing units of the Company have undertaken Hazard Identification and Risk Assessment (HIRA) and Hazard and Operability Study (HAZOP). Consequently, the manufacturing units have mitigation plans in place for high-risk areas including machine safety. Mitigation plan includes roles and responsibilities, monitoring control measures, competency training and awareness of individuals associated with such activities.

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

Yes. The Company has systems in place for employees and workers to report any work-related hazard. The workforce has been imparted periodically, with required training and awareness sessions to identify, and report work related hazards to the safety to the EHS team. Simultaneously, the EHS Manager in all locations daily checks the implementation of health & safety aspects through floor interactions and site walkthrough. As a system, all near misses, safety suggestions, unsafe acts and conditions are recorded promptly followed by timely corrective actions.

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

Yes. The manufacturing units of the Company have Occupational Health Centre (OHC) which operate under supervision of qualified factory medical officers, trained paramedic staffs. Doctors in the OHC additionally cater to non-occupational medical and healthcare advice on need basis.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	0	0
	Workers	1.16	1.83
Total recordable work-related injuries	Employees	0	0
	Workers	1.16	1.60
Number of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0.00	0.23

(Data pertains to the manufacturing units and distribution centres of the Company)

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

Our facilities adhere to all applicable health and safety regulation and maintain high standards of social governance. The health and safety of our employees is paramount. This is embedded in one of our core values i.e. “improving life”. Consequently, the Company ensures its operations do not expose its employees and workers to risks or injuries at workplace.

The Company has taken several structured proactive safety initiatives with an objective of making workforce safe. Following proactive initiatives are being monitored at various levels at periodical intervals to ensure the continuity, consistency and effectiveness:

- a) Periodical EHS walkthrough
- b) Internal safety audits and inspections
- c) Recording of potential incident observations, LTI
- d) Safety Training (Induction, On the job and Classroom)
- e) Toolbox talk
- f) Safety Visual communications
- g) Safety motivational programs/celebrations
- h) Mock drill on emergency preparedness
- i) Safety performance reviews and corrective actions
- j) POSH Awareness training

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions						
Health & Safety		NIL			NIL	

(Data pertains to the manufacturing units and distribution centres of the Company)

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	
Working Conditions	100%

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.

We recognise the importance of the preparedness for mitigating and preventing occupational health and safety risks. We put serious efforts to eliminate potentially harmful workplace behaviours and practices. Our systems regularly track, report, and prevent near-miss incidences. Each reported incidence is thoroughly analysed to draw corrective and preventive measures in the form of trainings, structural interventions, behavioural changes to avert the recurrence of similar events.

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.

The Company has various stakeholders, some internal and some external. The Company believes that key stakeholders identification helps in empowering people, achieving sustainable growth and building better relationships.

The Company's key stakeholders include customers, employees, suppliers, investors, regulators and society at large.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	<ul style="list-style-type: none"> Email SMS Company website Annual General Meeting Newspaper advertisement Press releases Notice Board 	<p>Quarterly:</p> <ul style="list-style-type: none"> Financial statements Earnings' calls Stock Exchange notifications Press releases <p>Annual:</p> <ul style="list-style-type: none"> Annual General Meeting Annual Report 	<ul style="list-style-type: none"> Educating the investors about Bata's business model and strategies Helping investors to raise their concerns regarding Bata's policies, reporting, strategy, etc. Understanding shareholders' expectations Statutory communication Grievance redressal
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> Official communication channels Mandatory filings with various regulators Regulatory inspections and audits 	As and when applicable	Discussions with regulatory bodies w.r.t. regulations, amendments, approvals and assessments
Industry Bodies and Associations	No	<ul style="list-style-type: none"> Official communication Public forums Conferences, round tables, events, etc. 	Frequent and need based	Latest regulatory developments, economic reforms, labour reforms and initiatives taken by the Company.
Employees	No	<ul style="list-style-type: none"> Intranet Corporate communication Town Hall Meetings Closed Group Discussions Structured and focussed training programmes Efficient grievance redressal mechanism Regular employee feedback surveys 	Frequent	<ul style="list-style-type: none"> Key developments in the Company Addressing employees' issues. Talent management
Customers	No	<ul style="list-style-type: none"> Company website Customer satisfaction surveys One-to-one interactions at retail stores Brochures and catalogues Communication through social media 	Frequent and need based	<ul style="list-style-type: none"> Service the customers Product information Product offerings Grievance redressal



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	Yes (Both)	<ul style="list-style-type: none"> Annual vendor and dealer meetings Feedback Periodic visits to suppliers' facilities 	Frequent and need based	<ul style="list-style-type: none"> Maintaining relationships and also addressing their issues Compliances with SOPs of the Company Product development
Communities	Yes	<ul style="list-style-type: none"> Periodic visits, community meetings, surveys and focussed group discussions Partnership with local agencies 	Frequent and need based	Benefit the communities and enhancing the quality of life

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 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. employees workers covered (D)	% (D/C)
Employees						
Permanent	2671	1870	70%	1765	174	10%
Other than permanent	5845	4711	81%	3970	1192	30%
Total Employees	8516	6581	77%	5735	1366	24%
Workers						
Permanent	1750	686	39%	1938	153	8%
Other than permanent	636	159	25%	879	39	4%
Total Workers	2386	845	35%	2817	192	7%

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

Category	FY 2022-23					FY 2021-22				
	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	2671	13	0.49%	2658	99%	2530	27	1%	2503	99%
Male	2471	13	0.53%	2458	99%	2357	27	1%	2330	99%
Female	200	0	0%	200	100%	173	0	0%	173	100%
Other than Permanent	4992	2929	59%	2063	41%	3763	2166	58%	1597	42%
Male	3972	2463	62%	1509	38%	3107	1844	59%	1263	41%
Female	1020	466	46%	554	54%	656	322	49%	334	51%
Workers										
Permanent	1750	0	0%	1750	100%	1818	0	0%	1818	100%
Male	1555	0	0%	1555	100%	1606	0	0%	1606	100%
Female	195	0	0%	195	100%	212	0	0%	212	100%
Other than Permanent	638	162	25%	476	75%	651	161	25%	490	75%
Male	515	59	11%	456	89%	521	49	9%	472	91%
Female	123	103	84%	20	16%	130	112	86%	18	14%

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category (in INR)	Number	Median remuneration / salary / wages of respective category (in INR)
Board of Directors (BoD)	Please refer to Annexure – II, VII and VIII to Board's Report			
Key Managerial Personnel	Please refer to Annexure – II, VII and VIII to Board's Report			
Employees other than BoD and KMP	2471	34719 per month	200	47730 per month
Workers	1555	19607 per month	195	40194 per month

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

Yes. The Company has a dedicated Whistle Blower Mechanism. It has a comprehensive Whistle Blower Policy in place enabling employees to report malpractices such as misuse or abuse of authority, fraud or suspected fraud, violation of Company rules, manipulations, and matters affecting the interests of the Company with necessary safeguards for the protection of the whistle blower. The Vigil Mechanism Committee has also been designated to address 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.

The Company is committed to keep the principles of human rights intact across the organisation as well as its business partners.

The Company is committed to provide equal employment opportunities without any discrimination on the grounds of disability, gender, caste, religion, race, state, background, colour, and maintaining a work environment that is free from harassment based on the above considerations.



The Company has set in place a code of conduct and whistle blower mechanism to enable people to report their grievances. The Company has clearly documented policies and procedures in place to ensure effective resolution in case of human rights violation. The Company has also set in place processes and policies to prevent sexual harassment for effective and timely redressal of grievances.

Bata Group has formulated and adopted Bata Supplier Code of Conduct which is aligned with the UN's Universal Declaration of Human Rights and is based on the Core Conventions of the International Labour Organization.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	1	Various complaints allege issues under one or more of these heads and have, therefore, been classified on best effort basis.	6	1	Various complaints allege issues under one or more of these heads and have, therefore, been classified on best effort basis.
Discrimination at workplace	1	1*		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	8	3*		5	1*	

*Resolved subsequently.

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

The mechanism provides for no adverse action to be taken against any director or employee/associate or business associate in "knowing retaliation" who makes any good-faith disclosure of suspect or wrongful conduct prevailing in the Company, to the Whistle Officer/Head of Legal Department of the Company or the Vigil Mechanism Committee and participates or provides information in investigation / inquiry / court proceedings or other administrative review.

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

Yes. The Company believes that we are part of each community in which we operate. This is reflecting in Bata Group's core values "Improving life". Our human rights policy is embodied in the Bata Code of Conduct. We believe in respect for human rights across our value chain. Bata Group has formulated and adopted Bata Supplier Code of Conduct which is aligned with the UN's Universal Declaration of Human Rights and is based on the Core Conventions of the International Labour Organization. This Code contains provisions relating to observation of various Human Rights, such as, dignity and respect, non-discrimination, forced labour and involuntary labour, minimum age of employment, freedom of association and collective bargaining, remuneration and benefits, working hours and conditions, ethical business practices etc. Discussion on Human Rights also form part of our agenda during our visits to value chain partners. This Code goes beyond mere compliance with the law by drawing upon internationally recognised standards to advance social and environmental responsibility.

9. Assessments for the year 2022-23:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	100%
Forced/involuntary labour	
Sexual harassment	During the reporting period, the Company's plants and offices were periodically assessed (by entity / statutory authorities / third parties, as applicable) for any issues related to Child Labour, Forced/involuntary labour, Sexual Harassment, Timely Payment of Wages and any other issues hampering proper performance of duties by employees/workers.
Discrimination at workplace	
Wages	
Others - please specify	

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

The Company endeavours to provide safe and healthy working conditions across the organisation. No significant risks / concerns were identified during the assessments.

The Company has been conducting awareness campaign across all its manufacturing units, warehouses, retail stores and office premises to encourage its employees to be more responsible and alert while discharging their duties. The details of the awareness campaign / training have been provided under Principle 1 of this Report.

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 2022-23 (in GJ)	FY 2021-22 (in GJ)
Total electricity consumption (A)	28,342.24	27,403.20
Total fuel consumption (B)	20,650.92	20,286.97
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	48,993.16	47,690.17
Energy intensity per rupee of turnover (Total energy consumption/ turnover in INR million) (GJ/INR million)	1.42	2

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:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	2,26,714	2,59,234
(ii) Groundwater	53,384	58,270
(iii) Third party water	4389.20	4239.20
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater harvesting)	231	97
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,84,718.2	3,21,840.2
Total volume of water consumption (in kilolitres)	63,021.58	63,017.66
Water intensity per rupee of turnover (Water consumed / turnover) (kL/INR million)	1.83	2.64

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

The Company is committed towards conserving water leading to higher availability of freshwater for communities. In line with our commitment, three out of our four manufacturing units, i.e., Bataganj, Batashatak and Southcan are Zero Liquid Discharge locations. Treated wastewater is used for gardening and domestic cleaning at the respective units.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	MT/Annum	24.26	25.92
SOx	MT/Annum	20.80	21.42
Particulate matter (PM)	MT/Annum	20.86	22.21
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)		N.A.	
Others - please specify			

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions	tCO ₂ e	633.72	683.21
Total Scope 2 emissions	tCO ₂ e	5,589.72	5,404.52
Total Scope 1 and Scope 2 emissions per rupee of turnover (in INR million)	tCO ₂ e/INR million	0.18	0.25

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

The Company is continuously working towards energy excellence, by identifying and implementing new and innovative measures. The management closely monitors the specific energy consumption pattern across all manufacturing units resulting in reduction of energy and CO₂ footprint.

Some of the initiatives taken in FY 2022-23 include:

- Replaced Thermopack's fuel from diesel with LPG in Batanagar
- Turbo ventilators, energy efficient air compressors and conditioners, integrated APFC electrical panel, VFD/Servo motors, etc.
- Replacement of conventional lights with LED lights and installation of motion sensors

Please refer to Annexure - III to Board's Report for further details.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	121.73	122.39
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste - Used machine oil (G)	1.37	1.66
Other Non-hazardous waste generated, such as, leather waste, rejected items, etc., (H)	1,031.42	929.10
Total (A + B + C + D + E + F + G + H)	1,154.52	1,053.15
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	216.15	261.22
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	216.15	261.22
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	927.76	793.04
Total	927.76	793.04

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.

The manufacturing units of the Company are in compliance with Hazardous & Other Wastes (Management and Transboundary Movement) Rules, 2016. Records pertaining to generation, storage and disposal of hazardous waste are maintained as per the legal requirements. The generation of hazardous waste is negligible at the manufacturing units and disposal of hazardous waste are undertaken only through vendors authorised by respective State Pollution Control Boards. The Company has established a process of recycling non-hazardous waste within the units and use it as input material. The aim is to maximise recycling of waste with an ambition to reduce use of virgin raw material.

For recycling materials such as PET, paper, etc., the Company is committed to ensuring that the proper means to collect and handle them are available where consumed in all our offices, shops, distribution centres and manufacturing units. The Company would also communicate its commitment to recycle to all its stakeholders, including customers, supplies and partners.

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 in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
None			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public Domain (Yes / No)	Relevant Web link
None					

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).

Yes. Emission / waste generated by the Company are within the permissible limits prescribed by CPCB / SPCB.

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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The Company did not receive any show cause / legal notice from CPCB / SPCB during the financial year ended March 31, 2023 and no show cause / legal notice related to CPCB / SPCB is pending with the Company as on the end of the financial year.

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 believes that conducting business as a good corporate citizen of the Country enhances brand value and leads to a sustainable growth.

The Company is associated / affiliated with 5 (five) 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.	All India Rubber Industries Association (AIRIA)	National
2.	Federation of India Chambers of Commerce and Industries (FICCI)	National
3.	Retailers Association of India (RAI)	National
4.	The Council for Footwear, Leather and Accessories (CFLA)	National
5.	Confederation of Indian Footwear Industries (CIFI)	National

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

Name of authority	Brief of the case	Corrective action taken
	NIL	

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.**

Not Applicable

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

Not Applicable

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

To ensure effective redressal of grievances, the Company has introduced Vigil Mechanism/Whistle Blower Mechanism to enable all stakeholders to freely communicate their grievances. In addition to the introduction of Vigil Mechanism/Whistle Blower Mechanism to enable all stakeholders to freely communicate their grievances, the Company has also implemented its Policy under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and uploaded the same on the website of the Company, www.bata.in.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	60%	59%
Sourced directly from within the district and neighbouring districts	The Company continued its focus on capability and capacity development of indigenous suppliers to reduce lead time and cost. Sourcing was taken nearer to the demand areas for some products.	

(Data pertains to the manufacturing units of the Company)

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.

During the year under review, the Company maintained its focus on customer services. NPS (Net Promoter Score) is used as a feedback tool for improving customer services for all offline and online channels that Bata services. This also involved re-defining consumer journeys and identifying improvement areas. NPS for the year under review, improved from 72 to 80 over the last year.

The Company continued to implement improved social media engagements and quicker complaint resolution, automation of Customer Service operations, automation of refund process and implement ORM tool with better tech solutions.

The mechanism to receive and respond to consumer complaints and feedback includes -

- A toll free number: 1800-419-2282 and dedicated email id for customers to register complaints / feedback.
- Dedicated section on Company’s website.
- Complaints are usually responded within 5 days alongwith resolution as per Bata General Terms & Conditions for Exchange/Claims (available on the website of the Company). Thereafter, unresolved queries can be further reported as per details available on the website of the Company.

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	100%
Safe and responsible usage	All mandatory declarations as required under the Legal Metrology Act and the Rules made thereunder are duly displayed on the Principal Display Panel (PDP) of the products. Further details on recycling are displayed on the website of Bata Group (www.thebatacompany.com)
Recycling and/or safe disposal	

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

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL			NIL		
Advertising	NIL			NIL		
Cyber-security	NIL			NIL		
Restrictive Trade practices	67	50		28	57	
Unfair Trade Practices	NIL			NIL		
Others	3,14,366	164	Pertaining to fit, quality, refunds, exchange, etc.,	1,99,770	1461	Pertaining to fit, quality, refunds, exchange, etc.,

Notes:

1. The Company uses NPS feedback as inputs to improve Omni-channel experience. NPS as a feedback for loyalty channel was re- launched for all offline and online channels that Bata services. This also involved re-defining consumer journeys and identifying pain points. Multiple initiatives were rolled out in recent years, such as, improved social media engagements and quicker complaint resolution, mapping multiple integration to automate Customer Service operations, implementation of refund automation solutions, improving order failure issues and onboarding new ORM tool with better tech solutions.



2. Various complaints allege issues under one or more of the above heads and have, therefore, been classified on best effort basis.
3. One of the customers filed a complaint before district forum in Chandigarh alleging unfair trade practice for charging of carry bag with Bata Logo. The matter was decided in customers favour granting monetary compensation which was upheld by State Forum. We challenged both the orders before National Forum and after hearing the matter on merits, the National forum was pleased to stay the orders of district and State forum and also permitted us to charge for the carry bags. The matter is sub-judice.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls	NIL	NIL

The Company provides exchange / returns of products, purchased by the consumers, as per Bata General Terms & Conditions for Exchange/Claims (available on the website of the Company).

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

Yes

The policy can be accessed at <https://www.bata.in/privacy-policy.html#:~:text=All%20information%20gathered%20on%20Bata,protected%20and%20is%20strictly%20limited>

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

Not Applicable