



Business Responsibility & Sustainability Reporting

Annexure – VIII

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity - L52190TG2008PLC059968
- Name of the Listed Entity – SAI SILKS (KALAMANDIR) LIMITED
- Year of incorporation - 2008
- Registered office address – 6-3-790/8, Flat No-1, Bathina Apartments, Ameerpet, Hyderabad, Telangana 500016
- Corporate address - 6-3-790/8, Flat No-1, Bathina Apartments, Ameerpet, Hyderabad, Telangana 500016
- E-mail: secretarial@sskl.co.in
- Telephone – 040 66566555
- Website – www.sskl.co.in
- Financial year for which reporting is being done – 01st April 2024 to 31st March 2025
- Name of the Stock Exchange(s) where shares are listed – BSE Ltd and NSE India Ltd
- Paid-up Capital – Rs 30.67 Cr (Including Treasury Stock)
- 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. M.K.Bhaskara Teja,
Ph: 04066566555
Email id: secretarial@sskl.co.in.
- 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). Standalone basis

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	Retail Trading of textile goods	Retail Trading of premium ethnic fashion, ethnic fashion for middle income and value-fashion	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	Textile goods	6211	100%

III. Operations

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

Location	Number of stores	Number of offices	Warehouses	Total
National	68	2	4	74
International	0	0	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	5 (Andhra Pradesh, Telangana, Karnataka, Tamil Nadu and Pondicherry)
International (No. of Countries)	0

Directors' Report

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

c. A brief on types of customers:

The company caters to a wide range of consumers. The products form a part of the daily and occasion-based fashion both in the ethnic Indian fashion and western fashion. The ethnic wear and value fashion are offered to a broad spectrum of age groups. Our USP is value for money, customized designs in addition to richness and pride

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)
EMPLOYEES						
1.	Permanent (D)	6442	3958	61%	2484	39%
2.	Other than Permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	Total employees (D + E)	6442	3958	61%	2484	39%
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (E)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

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)	56	27	48%	29	52%
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total differently abled employees (D + E)	56	27	48%	29	52%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (E)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

19. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	0.14%
Key Management Personnel	6	0	0 %



20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

(Turnover rate in current FY) previous FY)	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15%	11%	13.5%	9%	14%	11%	12%	17%	14%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Sai Silks (Kalamandir) Limited does not have Holding, Subsidiary and Associate Companies as on March 2025

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)
	NA	NA	NA	NA

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes)

(ii) Turnover (in Rs.) Rs.1462.01 Cr

(iii) Net worth (in Rs.) Rs. 1131.76 Cr

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)	FY -2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0		0	0	
Investors (other than shareholders)	NA	0	0		0	0	
Shareholders	Yes	0	0		0	0	
Employees and workers	Yes	0	0		0	0	
Customers	Yes	0	0		0	0	
Value Chain Partners	Yes	0	0		0	0	
Other (please specify)	-	0	0		0	0	

Vigil mechanism policy - <https://sskl.co.in/wp-content/uploads/2022/07/Vigil-Mechanism-Policy.pdf>



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Truste) standards (e.g. SA 8000, ISO, BIS) adopted by your entity and mapped to each principle.						None			
5. Specific commitments, goals and targets set by the entity with defined timelines, if any. None									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.						Not Applicable			
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)									
We are pleased to present our Business Responsibility and Sustainability Report (BRSR) for the FY 2023-24. This report underscores our commitment to sustainable and responsible retail practices.									
We are dedicated to positively impacting the communities where we operate, investing in education, healthcare, and skill development programs to improve the quality of life for underprivileged sections. Additionally, we prioritize creating a safe and inclusive workplace for all our employees.									
Maintaining the highest standards of integrity and transparency is paramount to us, ensuring accountability and fostering trust among all our stakeholders.									
This report provides a detailed overview of our sustainability initiatives and future goals, aligning with the United Nations Sustainable Development Goals (SDGs).									
We extend our gratitude to our employees, partners, and stakeholders for their continued support as we strive to build a sustainable future.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).									Mr. Nagakanaka Durga Prasad Chalavadi, Managing Director
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.									Mr. Nagakanaka Durga Prasad Chalavadi, Managing Director

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																		
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances																		
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
12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:																		

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Directors' Report

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**1. Percentage coverage by training and awareness programmes on any of the principles during the financial year****Essential Indicators**

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 & Key Managerial Personnel	2	Directors and KMPs were updated on matters relating to the industry, Statutory compliances, business model, risk metrices, mitigation and management, governing regulations, information technology including cyber security, and major developments and updates on the Company, etc.	95%
Employees other than BoD and KMPs	168	We conduct the following training and programmes for our employees a. Learning Management System b. Weekly Training sessions on Store etiquette and management c. Leadership Advances Programme d. Product Knowledge on various ethnic and modern fashion wear e. Stock Auditing and shrinkage control f. Customer Service g. Vision Building	94%

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	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

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	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

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

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy. <https://sskl.co.in/wp-content/uploads/2024/08/Anti-Bribery-Policy.pdf>**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: Nil**



6. Details of complaints with regard to conflict of interest

	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	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. NA

Leadership Indicators

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

We regularly interact with our vendors to facilitate discussions on conducting business in an ethical, transparent and fair manner. Further, we also encourage our large vendors to focus on products that are economically viable and environmentally sustainable. We have introduced several articles for our customers that are made from recycled plastic / fabric / yarn. We constantly share with them industry best practices that enable them to suitably adopt policies and procedures, which lead to better overall governance, reduced environmental impact and social equity.

Total number of awareness programmes held	Topics/ Principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness program
Nil	Nil	Nil

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

Our Code of Conduct for the Board Members clarifies that Directors and Senior Management personnel shall not engage in any business, relationship or activity, which may be in conflict with the interests of the Company. Any incident of conflict, about a Board Member's or senior management personnel's actual or potential conflict of interest with the Company should be brought promptly to the attention of the Chairman of the Board, who will review the case and determine a proper course of action. Further, our policy mandates that Directors or senior management personnel who may be involved in any conflict or potential conflict situation shall exclude themselves from any discussion or decision in relation thereto. If any related party transaction is unavoidable, it must be fully disclosed to the board of the Company.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

- Not Applicable as our company is being engaged in retail trading of textile goods only

Current	Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	NA	NA	NA

Directors' Report

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

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

The Company has a specific procedure which is followed before collaborating with any business partners/ associates. Our team visits their facilities to assess and evaluate them on health and safety parameters. The Company aims to reduce its fuel consumption in transportation by operating through common distribution centres in vicinity of our store locations, wherever feasible.

We continuously strive to select the goods which have less impact on the environment. However, based on market trends we are trying to select the goods that are consumed as per the market requirements in sustainability manner.

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.

The Company places greater importance on cutting down its consumption of non eco-friendly items and working towards a sustainable value chain.

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.

Since the Company Business involved in Trading of textile goods, Extended Producer Responsibility (EPR) as such is not applicable to the Company.

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? Not Applicable as our company is engaged in retail trading of textile goods.

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

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 as our company is not involved in manufacturing and dealing with only trade in textile goods.

Name of Product / Service	Description of the risk / concern	Action Taken
NA	NA	NA
NA	NA	NA

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Previous Financial Year		
NIL	NIL	NIL

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 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NIL	NIL	NIL	NIL	NIL	NIL
E-waste	NIL	NIL	NIL	NIL	NIL	NIL
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.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Nil	Nil

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:

	% of workers covered by										
Category	Total (A)	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	3958	2992	75.6%	2992	75.6%	-	-	-	-	-	-
-	2484	1788	72%	1788	72%	-	-	-	-	-	-
Total	6442	4780	74.2%	4780	70%	-	-	-	-	-	-

Details of measures for the well-being of workers: NA

[illegible]

Directors' Report

Details of retirement benefits, for Current FY and Previous Financial Year

Benefits	FY 2024-25 Current Financial Year			FY 2023-24 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	93%	NA	Yes	62%	NA	Yes
Gratuity	100%	NA	-	100%	NA	-
ESI	76.5%	NA	Yes	70%	NA	Yes
Others Please specify	Nil	Nil	Nil	Nil	NA	Nil

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 stores, warehouses and offices have been equipped with elevators and hand rails to facilitate movement of differently abled people.

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, at https://sskl.co.in/wp-content/uploads/2024/08/SSKL_Human-Rights-and-EOE_V1-final.pdf

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

Not Applicable since no employees were on parental/maternity leave.

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)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	<p>Yes, SSKL provides employees and workers with multiple avenues to voice their grievances and concerns. Apart from the Prevention of Sexual Harassment (POSH) committee and the Whistle Blower platform, employees have access to various forums such as Business HR intervention, team meetings, quarterly business updates, and sessions with the Managing Director to raise grievances and provide suggestions. The redressal mechanism employed by SSKL encompasses several key elements to ensure a fair and effective resolution. These elements include:</p> <ul style="list-style-type: none"> Detailed discussion: The concerned individual engages in thorough discussions to understand the specifics and complexities of the grievance, facilitating a transparent exchange of information. Investigation and assessment: The issue undergoes a comprehensive investigation and evaluation process, which may include gathering evidence, interviewing relevant parties, and analysing the situation from multiple perspectives to ensure an equitable assessment. Corrective actions: Following the investigation, appropriate corrective actions are implemented. These measures are designed to address the identified issues, rectify any misconduct, and prevent recurrence of similar incidents. <p>Through the implementation of this grievance redressal mechanism, SSKL underscores its commitment to fostering a supportive and inclusive work environment where employees are encouraged to voice concerns freely.</p>
Other than Permanent Employees	



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

Category	FY 2024-25 Current Financial Year			FY 2023-24 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 (D)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	Current Financial Year (FY 2024-25)					Previous Financial Year (2023-24)				
	Total (A)	Health and Safety Measures		Skill Upgradation		Total (A)	Health and Safety Measures		Skill Upgradation	
		B	B/A	C	C/A		E	E/D	F	F/D
Male	3958	2795	78%	3337	84%	3524	2110	60%	2678	76%
Female	2484	1878	76%	2171	87%	1900	1140	60%	1577	83%
Total	6442	4673	73%	5508	86%	5424	3250	60%	4255	78%

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. (B)	B/A %	Total (C)	No. (D)	C/D %
Male	3598	2446	68%	3524	1894	54%
Female	2484	1317	53%	1900	867	46%
Total	6442	2761	51%	5424	2761	51%

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 of such a system?

The workplace of the organization does not use high end machinery or hazardous chemicals to warrant health and safety risk. However, The Store In charge and Managers are constantly trained to monitor any risks like fire, flooding, electricity etc.,

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 Inhouse administration team monitors the status of the Air Conditioners, Electricity Boards, Annual Maintenance Contracts to evaluate the risk factors. Based on the feedback from the internal audit committee, the modifications are made to the workplace.

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 our company is not involved in manufacturing activities).

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

Directors' Report

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

Safety Incident/Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Yes. Our Company is committed to provide safe and healthy working conditions for all employees. We have implemented a strong process for safe and healthy working environment supported by written Standard Operating Procedures (SOP). These SOP provide guardrails within which all employees operate to ensure the complete safety of all customers, employees and assets at all our premises.

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	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	Nil	-	-	Nil	-	-
Health & Safety	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	Nil
Working Conditions	Nil

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.

No health and safety incidents have been reported. Therefore, no corrective action plans have been arrived at. Given the situation post Pandemic, certain preventive measures have been initiated like mandatory availability of masks, hand gloves and hand sanitizers. Limiting the number of employees per floor to maintain Social Distancing has also been initiated.

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).**

The employees are given comprehensive coverage in the ESI and PF but the organization has a humanitarian approach to such cases where we compensate the employee / survivors adequately. Employing the survivor in a suitable job within the organization on compassionate grounds is also considered based on the interest of the family.



2. **Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.** - The Company expects its value chain partners to uphold business responsibility principles and values of transparency and accountability. Business agreements with critical service providers also mandate all partners to comply with all the statutory laws, Regulations and rules made thereunder.
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 2024- 25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024- 25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	Nil	-	Nil	-
Workers	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, the Company has a policy where eligible employees can be offered suitable work with the Company post their retirement. This helps retiring employees and the Company to further leverage the long-term experience and skill sets of employees.

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

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
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.**

Critical observations from our internal / external reviews are followed up for closure / corrections in a time bound manner.

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 identifies stakeholder groups through defined internal processes which include discussions with key functional Heads and the Top Management to understand individuals, entities and groups that impact the Company or get impacted by our business operations. Using this approach the Company has identified and mapped all its key internal and external stakeholders and same are mentioned below:

- Customers
- Employees
- Shareholders
- Business Partners/ Associates
- Regulatory Authorities/ Bodies

Directors' Report

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	Channel of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, community meetings, Notice Board website), other	Frequency of engagement (Annual, Half yearly, Quarterly/ others) Please specify	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Advertisements, Website, In-Store Communication, Dedicated Customer Helpdesk at stores	Regular	<ul style="list-style-type: none"> Information about offers and promotions Timely and efficient redressal of concerns Receipt of feedback on the sale services offered by the Company
Employees	No	Email, Community Meetings, Website, Conference Calls.	Regular	<ul style="list-style-type: none"> Training & Development initiatives Safety and Well-being programmes Performance review and career development Employee recognition and engagement activities Policy changes
Shareholders	No	Email, Annual General Meeting, Press Releases, Analyst / Investor Meetings, Statutory Electronic and Physical Correspondence	Need based / as per statutory requirements	<ul style="list-style-type: none"> To appraise periodically on Company Performance To answer queries of investors on operations of the Company and other secretarial matters.
Business Partners/ Associates	No	Emails and Meetings	Regular	<ul style="list-style-type: none"> Assessing supplier performance and addressing any queries Understanding evolving industry trends and relevant best practices Undertaking discussion on Sustainability Parameters
Regulatory Authorities/ Bodies	No	Electronic and Physical Correspondence, One-on-one meetings	As per statutory requirements	<ul style="list-style-type: none"> Adherence to applicable laws and regulations Timely response to any information sought

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.

The Company firmly believes in consistent engagement with its key stakeholders to ensure better communication of its performance and strategy. The executive directors are periodically updated on diverse topics which inter alia cover specific industry overview, customer service related updates, digital initiatives, Corporate Social Responsibility related projects/initiatives, financial performance, strategy etc. They are also given an overview of the regulatory regime including material regulatory developments, circulars and amendments by Securities & Exchange Board of India, Ministry of Corporate Affairs etc. and feedback is sought from them. Further, the Board of Directors communicates annually with shareholders through the Company's Annual Report and Annual General Meeting.

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.

The Company's vision envisages it to continuously investigate, identify and make available new products / categories for the customer's everyday use and at the 'best' value than anybody else. We regularly interact with several Service and Technology Companies in the areas of Sustainability (Energy Conservation, Water Conservation, Sustainable Products & Building Materials and Transporters). Over the years, this has resulted in various initiatives being put in place towards better environmental, social and governance practices.

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

We are committed to being transparent with all our stakeholders. We engage with them periodically and responsibly on diverse issues.

Each of our stakeholders has an option to register any grievance / complaint through the “Contact us” section of our website. In addition, they can also register their grievance / complaint through a central helpline number, email and post. Customers have an additional option of raising grievances / complaints through a Digital Kiosk and a Register of complaints at our stores. Through a formal mechanism, we address each grievance / complaint. Due care is taken to maintain complete confidentiality of all grievances /complaints. Our Senior Management Team is directly involved in all critical issues. They also periodically review feedback and suggest corrective actions in our internal processes, where required.

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 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. of Employees / workers covered (B)	% (B / A)	Total (D)	No. of Employees / workers covered (C)	% (D / C)
Employees						
Permanent	6442	3996	62%	5424	2928	54%
Other than permanent	0	0	0	0	0	0
Total Employees	6442			5424		
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers		NA	NA	NA	NA	NA

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

[illegible]

Directors' Report

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	7	1,99,00,000	0	0
Key Managerial Personnel	6	49,37,812	0	0
Employees other than BoD and KMP	3958	16,500	2484	11500
Workers	NA			

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 Internal committees are set up to review the occurrence and impact of Human Rights violations from time to time. The team constitutes key management personnel, functional heads, Human Resources and Legal Team. The team evaluates the issue objectively and advises the management on the process and mechanism to handle such situations.

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

Internal Complaints Committee (ICCs) has been constituted under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to hear and redress complaints of sexual harassment.

The Company also has a Whistle Blower Policy in place where the employees are free to report any malpractices to the Company.

The Company also has a Code of Conduct in place to ensure that issues can be addressed as and when they arise with utmost attention and detail.

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	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	1	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human Rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

The Whistle Blower Policy provides sufficient safeguards for his/her protection wherein the identity of the whistle blower is kept confidential and employee assisting the investigation is also protected to the same extent as whistle blower.

8. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

Yes, the Company ensures that it complies with the applicable laws and the same are incorporated in the business agreements and contracts.



9. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company has implemented mechanisms through relevant policies, internal checks & audits and reviews to avoid instances of human rights violations.
Forced / involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others, please specify	

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

No significant risks / concerns were found during the year.

Leadership Indicators

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

There were no grievances/ complaints received with respect to Human Rights, hence the need of modification of business process did not arise.

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

This aspect is being covered as part of the internal reviews and audits.

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, The company stores, warehouses and offices have been equipped with elevators and hand rails (for stairwells) to facilitate the movement of differently abled people.

4. Details on assessment of value chain partners:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	We have carried out random assessment of our vendors across merchandise and services through internal reviews to provide us assurance on continued compliance on these parameters.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Other, 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.

All critical observations from our internal / external reviews are followed up for closure / corrections in a time bound manner.

Directors' Report

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**Essential Indicators****1. Details of total energy consumption (in Units/ Liters) and energy intensity, in the following format:**

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total electricity consumption (A)	1,84,87,712.6 units	1,75,03,394 units
Energy consumption through other sources (C)	95,467 Liters	80,903 Litres
Energy intensity per rupee of turnover	0	0
Total energy consumption (A+B+C)	1,85,83,179	1,75,84,297
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	22,38,49,686	22,82,21,846.6
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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.

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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	56,57,500	5,343.1
(ii) Groundwater	2,75,23,325	5,475
(iii) Third party water	48,49,328	5,675
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,80,30,153	16,493.1
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)	64,51,548	51,75,776
Water intensity (optional) – the relevant metric may be selected by the entity		
Energy intensity (optional) – the relevant metric may be selected by the entity		

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.

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:
Not applicable

Parameter	Please specify unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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.

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

Parameter	Please specify unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	NA	NA
Total Scope 1 and Scope 2 emissions per rupee of turnover		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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.

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

No

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

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Waste generated (in metric tonnes)		
Plastic & Paper waste (A)	568.751 MT	139MT
E-waste (B)	1.246MT	0.4MT
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
Total (A+B + C + D + E + F + G + H)	569.997	139.04
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		

Directors' Report

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Category of waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total		
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		
Total		

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.

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.

Waste Management is one of the most critical processes that we have established in the organisation. We have a space to keep the cartons and plastic scrap. This is segregated at the store level. Our company do not dealt with hazardous and toxic chemicals in our stores and warehouses

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:
Not applicable.

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.
	NA	NA	NA
	NA	NA	NA

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable

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
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

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:

The Company is adheres with the applicable environmental law / regulations / guidelines in India as applicable to the extent from time to time. There are no non-compliances has been made by the company under the above specified laws.



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
NA	NA	NA	NA	NA
NA	NA	NA	NA	NA

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 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	1,84,87,712.6	17,503,394 units
Total fuel consumption (B)	95,467	80,903 Litres
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	1,85,83,179	1,75,84,297
From non-renewable sources		
Total electricity consumption (D)	0	
Total fuel consumption (E)	0	
Energy consumption through other sources (F)	0	
Total energy consumed from non-renewable sources (D+E+F)	0	

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.

Water consumption at our premises is primarily for drinking, personal hygiene and general cleaning purposes. Excess waste water is discharged through local sewage systems

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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.

Directors' Report

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

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

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

Water consumption at our premises is primarily for drinking, personal hygiene and general cleaning purposes. Excess waste water is discharged through local sewage systems.

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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.

4. Please provide details of total Scope 3 emissions & its intensity, in the following format: Not applicable

Parameter	Please specify unit	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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.



5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. Not applicable
6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format: Nil
7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link. No
8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.
We regularly interact with our vendors to facilitate discussions on integrating environmentally friendly measures in their business processes. Further, we also encourage our large vendors to focus on products that are economically viable and environmentally sustainable.
9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
For select critical vendors we undertake internal reviews.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

- a. Number of affiliations with trade and industry chambers/ associations.
- c. 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	RETAILERS ASSOCIATION OF INDIA (RAI)	National

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

Name of the Authority	Brief of the Case	Corrective Action taken
No Issues Reported	No Issues Reported	No Issues Reported

Leadership Indicators

Details of public policy positions advocated by the entity

S. No	Public Policy Advocated	Method resorted for Advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board (Annually/ Half yearly / Quarterly / Others – please specify)	Web Link, if available
NIL	NIL	NIL	NIL	NIL	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.
During the Financial year, the Company has not undertaken any project which would require Social Impact Assessments (SIA).

Directors' Report

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.**

We have provided a platform through our website and at stores where all stakeholders can directly share any feedback. This feedback can be shared anonymously and is accessed directly by a small team at the Corporate Office. Key points / issues / suggestions are directly shared with the Management Team to further direct appropriate changes in line with our culture and values

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers: our company does not involve in manufacturing activities.**

Parameter	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Directly sourced from MSMEs/ small producers	-	-
Sourced directly from within the district and neighbouring districts	-	-

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:** Nil

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
- (b) From which marginalized /vulnerable groups do you procure?
- (c) What percentage of total procurement (by value) does it constitute?

Our endeavour is to nurture local products and local businesses so that they too can compete with minimal costs to launch their products. Local suppliers/ vendors are evaluated based on the quality parameters set by the Company. All merchandise vendors can walk-in on a designated day at our Corporate Office to meet our merchandise team. This allows an equal opportunity to all vendors to showcase their product and where feasible sell their products through our stores. Our procurement principles for introducing new vendors / products equally apply to marginalized and vulnerable groups.

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:**

Nil

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**

Nil

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

Details of the above is available in the Annexure titled Annual Report on Corporate Social Responsibility (CSR) Activities



PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

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

Customer satisfaction is one of the key objectives of our business operations. Our store personnel interact with customers frequently to understand their experience and take feedback on our services. This helps us to improve our service quality and enhance customer satisfaction. We also encourage our customers to share their valuable feedback with us and have made available several channels which they can use to reach us.

Some of those are:

- a. In charges at each store
- b. Feedback section of our corporate website
- c. Central customer care helpline number
- d. E-mail
- e. Google and Facebook reviews

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	Nil
Safe and responsible usage	Nil
Recycling and/or safe disposal	Nil

3. Number of consumer complaints in respect of the following

	FY 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential Services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	0	0		0	0	

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

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 Company has a policy on cyber security and risks related to data privacy

<https://sskl.co.in/wp-content/uploads/2024/08/Cyber-security-data-privacy-policyV1-final.pdf>

Directors' Report

- 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.**

NIL

Leadership Indicators

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

Details of all our services is available on our website: www.sskl.co.in

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

SSKL is in the business retailing products to customers through a network of stores across 4 states. Majority of the products are procured from reputed third-party vendor/ manufacturers/ distributors which are directly sold to the customer. We constantly engage with our entire vendor ecosystem. and we seek to ensure that all our vendors adhere to appropriate labeling indicating content, safety, usage and handling and any other statutory information with respect to the products which we sell. We have a formal mechanism to inform customers on usage of services offered. Continuous and contextual communication across the customer lifecycle through - company website, communication boards at all our stores and social media page have helped us to educate and create awareness amongst our customers and society at large.

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

We have the ability to inform our customers of any risk of disruption / discontinuation of services through our website, social media page and notice / communication boards at all our stores.

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

SSKL is in the business retailing products to customers through a network of 68 stores across 5 states. Majority of the products are procured from reputed third party vendor/ manufacturers/ distributors. We constantly engage with our entire vendor ecosystem and we seek to ensure that all our vendors adhere to appropriate labeling indicating content, safety, usage and handling and any other statutory information with respect to the products which we sell. Customer satisfaction is one of the key objectives of our business operations. Our store personnel interact with customers frequently to understand their experience and take feedback on our services. This helps us to improve our service quality and enhance customer satisfaction. We also encourage our customers to share their valuable feedback with us and have made available several channels which they can use to reach us.

Some of those are:

- a. In charges at each store
- c. Central customer care helpline number
- d. E-mail
- e. Google and Facebook reviews

- 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