

# Business Responsibility Report

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company	L99999PB1990PLC010307
2.	Name of the Company	Trident Limited
3.	Registered address	Trident Group, Sanghera - 148 101
4.	Website	www.tridentindia.com
5.	E-mail id	investor@tridentindia.com
6.	Financial Year reported	2020-21
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	
	Industrial Group	Description
	131	Spinning, weaving and finishing of textiles
	1701/170	Manufacture of paper and paper products/ Manufacture of pulp, paper and paperboard
	2011	Manufacture of basic chemicals
	3510	Electric power generation, transmission and distribution*

\* The Power produced is for captive use.

### 8. List three key products/services that the Company manufactures/provides (as in balance sheet)

- Textile (which *inter-alia* includes Bath Linen, Bed Linen and Yarn)
- Paper (Branded Copier, Writing and printing maplitho paper, offset printing paper, Bond paper, Stiffener paper, Cartridge paper, Index paper, Watermark paper, Drawing paper, Digital printing paper, Carry Bag paper, Trident Royale (Wedding Card Paper), Sublimation Paper, Virgin Unbleached Kraft Paper, Bleached Kraft Paper, Cup Stock)
- Chemical

### 9. Total number of locations where business activity is undertaken by the Company

- (a) Number of International Locations (Provide details of major 5)

**US Office:**

Trident Global, Inc, 320 Fifth Ave, Suite 8A, New York City, NY 10016

**Regd Agent Address:**

9750, 3<sup>rd</sup> Avenue, NE #125, Seattle, WA, 98115, United States

**Principal Office Address:**

425, 5TH AVE APT, 24B, New York, NY, 10016-2226, UNITED STATES

**UK office:**

Trident Europe Limited: First Floor, Sovereign House, Stockport Road, Cheadle, Cheshire, England – SK82EA

**Dubai Office-cum-Guest House:**

Unit# 2403, Palm View Residence, Dubai, UAE

- (b) Number of National Locations - 6

### 10. Markets served by the Company-Local/State/National/International- The Company serves in Local, State, National & International Markets. The Clientele of the Company spans across about 150 countries in six continents.

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

- Paid up Capital (₹):** 5,096.0 Million
- Total Turnover (₹):** 45,353.1 Million

### 3. Total profit after taxes (₹): 3,457.4 Million

### 4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)

CSR Spending accounts to ₹ 89.6 Million of Profit after Tax and 2 % of average net profit of the Company made during the three immediately preceding financial years.

### 5. List of activities in which expenditure in for above has been incurred:-

The CSR Activities of the Company are detailed at **Annexure III** to the Directors Report in full Annual Report for the financial year 2020-21.

## SECTION C: OTHER DETAILS

1.	Does the Company have any Subsidiary Company/ Companies?	<b>Domestic Subsidiary:</b> Trident Global Corp Limited
		<b>Foreign Subsidiary:</b> Trident Europe Limited
2.	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company (ies)?	The Company participates in the BR Initiatives independently
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	

## SECTION D: BR INFORMATION

### 1. Details of Director/Directors responsible for BR

- (a) BR Initiatives of the Company are undertaken under the supervision of Corporate Social Responsibility Committee of the Company, which comprises of following directors:

DIN: 00007988

Name: Mr Rajiv Dewan (Chairman)

Designation: Non-Executive Independent Director

DIN: 00009037

Name: Mr Rajinder Gupta

Designation: Non-Executive Non-Independent Director

DIN: 00403335

Name: Mr Deepak Nanda

Designation: Executive Non-Independent Director

- (b) Details of the BR head

No.	Particulars	Details
1.	DIN Number (if applicable)	00403335
2.	Name	Mr Deepak Nanda
3.	Designation	Managing Director
4.	Telephone number	+91 161-5039999
5.	E-mail id	deepaknanda@tridentindia.com

### 2. Principle-wise(as per NVGs) BR Policy/policies

The National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

- P1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3 - Businesses should promote the well being of all employees.
- P4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

- P5 - Businesses should respect and promote human rights.
- P6 - Business should respect, protect, and make efforts to restore the environment.
- P7 - Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8 - Businesses should support inclusive growth and equitable development.
- P9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner.

**(a) Details of compliance (Reply in Y/N)**

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	Remarks	
1	Do you have a policy/policies for..	Y	Y	Y	Y	Y	Y	Y	Y	Y	-	
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y	The policies have been formulated by taking inputs from the concerned internal stakeholders and are updated regularly in light of changing scenario and suggestions. Though there is no formal consultation with external stakeholders.	
3	Does the policy conform to any national/ international standards? If yes, specify?	NA	NA	NA	NA	NA	NA	NA	NA	NA	As the Company deals with the stakeholders spread across the globe, so the policies have been designed in view of the industry practices and national/international level standards.	
4	Has the policy being approved by the Board? If yes, has it been signed by MD / owner/ CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y	The policies have been approved by Board/ Board Level Committees and have been duly signed by the respective owner of the Policy.	
5	Does the company have a specified Committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y	The implementation & adherence to the Code of Conduct for Employees is overseen by the Human Resource & Internal Audit Function. The CSR Policy is being administered under the supervision of CSR Committee in accordance with the requirements of Companies Act, 2013 & Rules framed thereunder.	
6	Indicate the link for the policy to be viewed online?	Home / Investor Relations /Corporate Governance / Codes & Policies <a href="https://www.tridentindia.com/code-policies">https://www.tridentindia.com/code-policies</a>										
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The Policies have been placed at the website of the Company. Further the members of the Company also discuss the policies of the Company at the time of dealing with Stakeholders. As regards internal stakeholders, the same are clearly communicated to them.										
8	Does the company have in-house Structure to implement the policy/policies.					Yes						The CSR Committee of the Board of Directors is responsible for implementation of BR policies.
9	Does the Company have a Grievance Redressal Mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					Yes						Any grievance / feedback related to the policies can be sent to the Company at <a href="mailto:whistleblower@tridentindia.com">whistleblower@tridentindia.com</a> or <a href="mailto:investor@tridentindia.com">investor@tridentindia.com</a> by the stakeholders.

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	Remarks
10	Has the company carried out Independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes, the Policies are evaluated internally and updated/amended as per the changed business scenario.									

**(b) If answer to any question at Serial number 1 against any principle is 'No', please explain why:**

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
1.	The Company has not understood Principles										
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles										
3.	The Company does not have financial or manpower resources available for the task	Not Applicable									
4.	It is planned to be done in next six months										
5.	It is planned to be done in next 1 year										
6.	Any other reason (Please specify)										

**3. Governance related to BR**

(a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year**

The Corporate Social Responsibility Committee and the Board of Directors of the Company review the performance of the BR Initiatives taken by the Company within time span of 3-6 months.

(b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Yes, the Company publishes its Business Responsibility Report annually and the same is available online at <https://www.tridentindia.com/statutory-disclosure>.

The Company has set up an adequate control mechanism in place to address the issues relating to ethics, bribery and corruption.

The Company also adopted a Vigil Mechanism and a Whistle Blower Policy applicable to all Directors, Employees and Stakeholders including Vendors, Channel Partners, Business Associates including contractors or Customers of the organization, who can make Protected Disclosures regarding any unethical behavior or improper practices being followed under the Policy.

There is an Internal Complaints Committee wherein any wrongful conduct as regards sexual harassment or any discrimination can be reported.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof.**

As detailed in the Corporate Governance Report, 20 investors' complaints were received during the financial year 2020-21. No Complaint was outstanding as on March 31, 2021 and all complaints stand resolved.

During the reporting period, no complaint was received as regards ethics, bribery and corruption from any of the stakeholder.

**Principle 2**

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

a) Naturally Soft Towels using innovative spinning technology and avoid the use of PVA which is not environment friendly.

**SECTION E: PRINCIPLE-WISE PERFORMANCE**

**Principle 1**

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?**

The Company believes in the conduct of the affairs of its constituents in a fair and transparent manner by adopting highest standards of professionalism, honesty, integrity and ethical behavior in the Organization. The Company exercises complete transparency in its operations with clear communication of the decisions impacting the stakeholders.

The Code of Corporate Governance & Conduct extends to all the members of the Board, Key Managerial Personnel and Senior Management of the Company.

- b) Agro-Residue (wheat straw) based Paper
- c) Using Natural Dyes in our Bath Linen

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

**(a) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?**

The world has changed rapidly during last one year due to pandemic. There is a larger awareness towards health and wellness. Consumers are expecting and willing to spend more on products with health & wellness and sustainability features. Also, as families are spending more time at home, they need to have comfortable stay and feel good factor is another priority. Faster renewal of home makeovers particularly of soft home products as also furniture/furnishing is catching up.

Our product development in financial year 2020-21 has been focused on the Health, Wellness, Sustainability, Technology and Luxury to cater to the new & emerging needs of consumers. We have offered antimicrobial finish in our towels as an added feature for the benefit of consumers and it is widely accepted and appreciated by our customers globally. The other area in focus is sleep comfort where we have developed products with thermal regulation, better wicking and temperature control properties. Sustainability has always been in forefront in our product offering, we have developed products using recycled polyester, more sustainable products like Cotton/Hemp, cotton/Tencel, recycled cotton to reduce impact on environment.

Another sustainable trend which is in focus is sustainable packaging, where we have moved towards FSC certified packaging in case of major retailers. Our endeavour is to explore sustainable alternatives of all packaging and Trims components.

We are also focusing on the products which helps to reduce the carbon foot prints like recycled poly fibre blended yarns. In this year, the social gatherings will be less. Due to this the major sales will be of the casual garments made from normal 100% cotton yarns.

Being one of the few companies manufacturing paper with wheat straw (unconventional raw material), company launched a campaign "Good Paper" in financial year 2020-21.

We continued to take several initiatives to reduce water consumption, through which consumption per ton of Paper production has been reduced.

Further, by substituting different forms of pulp (agro base, plywood industry waste etc) and fillers, our pulp usage per ton of paper production (in product mix) has also been reduced.

**(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

Not Applicable

3. **Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof.**

Yes, the business model of the Company has their roots in an agro-based economy which leads to prosperity of farmers. The Company procures its raw material requirement from within a radius of 150 kms of the plant area. We discourage the use of child labour or forced labour at the premises of business associates in the area of ethical sourcing. Further Company is working aggressively on sustainable packaging solutions e.g. – FSC products. The inputs which were sourced sustainably on cotton was 49 %, for Rice Husk and Wheat Straw, it was 3 % and for Yarn and Fibre, it was 11 %.

4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**

Yes, the Company take services from the local and small producers (MSME Sourcing). Further, the raw materials used by the Company are agro-based so they are sourced from local economy.

**(1) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

Through its sustained efforts, the Company has helped local farmers and service providers to prosper their respective businesses. The Company procures cotton, wheat straw and other inputs from local farmers. This increases the capacity and capability of farmers to sell their produce at Fair Price. Also the, Company ensures that it engages local villagers and small businesses around its manufacturing facilities in variety of productive employment i.e. housekeeping, horticulture etc.

5. **Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof.**

The Company is having mechanism to recycle its products. The Company is very cautious about the waste management, therefore wastes are treated in such a way which is best for the environment. Trident maintains a zero liquid discharge facility since its inception for management of waste water generated from towel and

sheeting processing, saving 6 million litres of fresh water every day. The facility has a biological plant for biodegradation of wastewater, Reverse Osmosis (RO) and Multi Effect Evaporator (MEE) system to recover entire wastewater. The company has also undertaken steps to increase the wastewater recovery from RO by incorporating 5th stage RO system and thereby to reduce the volume of RO reject which is treated by down steam MEE plant. Incorporation of 5th stage RO system will reduce the RO reject volume and subsequently reduce the steam and power consumption in the MEE system. In addition, one Adiabatic Thin Film drier (ATFD) system is added in MEE system to optimize the steam and power consumption.

The Company's captive power plant utilizes waste from other processes as well as biomass for power generation, strengthening its credentials as an environment- friendly organization. Also, the power plant is equipped with the latest multi-fuel AFBC boilers with complete automated DCS operation and intelligent load management system. The plant can consume agro-wastes (rice husk), ETP sludge, methane (from ETP), micro cotton dust (waste from spinning mills), pet coke and imported coke.

The sodium sulphate generated as a by-product on operation of Zero Liquid Discharge System was disposed off in landfills earlier because of poor qualities.

Currently, the company has taken the steps to purify the salt and use in detergent powder manufacturing, since the sodium sulphate salt is the important ingredient of detergent powder. Establishment of detergent powder manufacturing facility is under progress at Budhni location; the detergent powder production will commence in 1st quarter of FY 2021-22. This initiative will reduce the waste which is being disposed off in landfills, in addition of generation of revenue. Several Waste which are generated in the process are utilized in the Co-processing.

**Principle 3**

1. **Please indicate the Total number of employees.** – 16,111 permanent employees
2. **Please indicate the Total number of employees hired on temporary/ contractual/ casual basis.** – 3,918 contractual employees
3. **Please indicate the Number of permanent women employees.** – 3,024 women employees
4. **Please indicate the Number of permanent employees with disabilities-** 47 permanent employees with disabilities
5. **Do you have an employee association that is recognized by management-** No
6. **What percentage of your permanent employees is members of this recognized employee association?-** Nil

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as at end of the financial year
1	Child labour/forced labour/involuntary labour	-	-
2	Sexual harassment	-	-
3	Discriminatory employment	-	-

8. **What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?**

Category	Number of Unique Members Covered	
	Safety Training	Skill Upgradation Training
Permanent Employees	5047	1792
Permanent Women Employees	840	486
Casual/Temporary/Contractual Employees	951	218
Employees with Disabilities	40	0

**Principle 4**

1. **Has the company mapped its internal and external stakeholders?**  
Yes
2. **Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.**  
Yes
3. **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof.**

The Company has taken special initiatives for the benefit of local communities and other disadvantaged and marginalized stakeholders. The Company also actively participated in the CSR activities to benefit the local communities nearby the Company's manufacturing facilities.

Under the CSR programme, the Company has taken following initiatives to benefit the local and marginalized stakeholders:-

**Employment for the disabled/poor** – The manufacturing locations of the Company are situated in the rural village(s) of Punjab and Madhya Pradesh. Following the principle of sharing the prosperity, the majority of the workforce of the Company in these manufacturing locations is sourced locally. The employment opportunities to these poor but hard-working people fuels the overall economy of the region leading to increased business of the local residents.

The Company very well realizes its duty towards the people with special abilities and strive to hire them at a role profile as per their abilities.

We have engaged the employees as well as women in the vicinity of our manufacturing facilities for "Hastakala Activities" as well wherein we provide them raw material and trainings to help them in developing new products out of Fabric and Yarn waste. Our initiative is not only restricted to development of products but we also provide them a market in form of Hastakala sales happening at almost all locations of the Company. Their artistic and creative products are showcased and the people interalia including the officials of the Company purchase these hand-made items resulting in generation of increased income for the participants.

This year also, we have continued with our initiative and currently more than 150 women working with us in our Hastakala Skill centre. Also, we have around 15 specially abled members employed with us in our Home Textiles Division.

**Education-** We, at Trident are leaving no stone unturned to contribute in the furtherance and promotion of this initiative. We have currently Renovated and Built new rooms in Four schools and two Anganwadi Centers in Distt Sehore. We completely revamped the existing facility and provided them with latest infrastructure like Desks and Bench sets, Provisioning of Drinking Water and Toilets, Building of Boundary walls, Flooring, Water proofing of roofs etc. All the four schools and Anganwadi Centers are fully solar powered equipped. We also collaborated with an NGO called Ekal Abhiyan wherein we sponsored education of more than 900 children in nearby 22 villages.

**Healthcare-** We started with our own Multi specialty hospital named as "Madhuban Hopital" in Budhni, Madhya Pradesh. With this noble initiative, we aim to provide latest medical facilities and specialist treatment to the people in vicinity and contribute to the well-being of general populace, with a future scope of free Mega Medical Camps. The hospital has state of Art infrastructure and with seasoned doctors hired in this hospital, the Company is striving hard to provide affordable health care of the rural people.

Mobile Dispensary accommodating all the necessary medical equipments and aids so as to give door-to-door service in 33 villages in Tribal areas in Budhni. The necessary health care facility is targeted to serve the medicinal needs of Below Poverty Line (BPL) people. We are also conducting regular Blood Donation camps, Special Camps for ante Natal, Pre-natal and Post-natal health care for expecting and lactating women in villages of Sehore and Hoshangabad.

**SRIJANA-** The main object of SRIJANA campaign was to enlighten women about the importance of their health, Spreading awareness among the adolescents and females about the process of menstruation and other related aspects concerning to hygiene. Approximately 10,500 women were introduced with better and hygienic ways to deal with Menstruation in Distt Sehore and Hoshangabad, MP. Apart from that, Trident has installed Sanitary Napkins Vending machines in all its plant location i.e Sanghera, Dhaura and Budhni where all menstruating women can obtain the napkin for FREE and the expense is borne by the company. Around 3 more Sanitary napkin Machines are installed in our new unit TBY 6 and we have been distributing free napkins to all our female members.

**Water supply-** Scarcity of Water has been fierce challenge in many parts of India since decades. Trident has arranged to install 8 Hand Pumps in 11 Villages of the state of Madhya Pradesh namely Khandawarh, Yarn nagar, Karanjikhera, Doob, Raja Ram Mohalla, Dev Gaon, Pandador, Uncha Khera, Holipura, Patalko. These Hand Pumps are serving approximately 18500 people providing them safe and pure drinking water at all times. Trident has arranged for 2 Water tank with a capacity of 1000 Litres along with the accessories like water taps and fitting in each of the above villages for storage of clean drinking water.

**Hastakala-** We have around 700 Women in our Self Help groups working with us in nearby villages. They are given training on basic stitching skills and are enabled to generate livelihood. Not only that, we have provided Sewing machines to the deserving and needy ladies to promote the initiative further. Apart from that, we opened HASTAKALA SKILL CENTER inside our premises, wherein around 100 women from nearby Villages come daily for training (stitching, cutting, checking and packing) and are given Stipend without any criteria of age, qualification or skill. They work for minimum three hours and are able to generate more than 5000 ₹ monthly, as income from this initiative. We have engaged more than 150 more women in our Hastakala Skill centre and formed around 8 new SHG's in nearby villages in financial year 2020-21.

**Farmer Awareness Programmes-** As we are an agro based organization both for Home textiles as well as paper, our biggest suppliers are Farmers of the nation. We have touched more than 5000 farmers in Distt

Sehore and Hoshangabad and are providing them guidance to generate in house organic insecticides and fungicides. Also we provide them free decomposed bacteria for multiplication and are providing them schedules of spraying for better crop yields.

Further, the other CSR initiatives taken by the Company are detailed in elsewhere in our Annual Report.

**Principle 5**

**1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Company advocates the supremacy of human rights and all its policies acknowledge this. The Company discourages its business associates from doing any violation of Human Rights.

**2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

The Company did not receive any stakeholder complaint in financial year 2020-21 regarding violation of human rights.

**Principle 6**

**1. Does the policy related to Principle 6 cover only the company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ others.**

The Company as a responsible corporate citizen considers its obligation to maintain highest standards of the environmental management and ensure for all its members, consultants, contractors and customers a safe and healthy environment free from occupational injury & diseases. However, the policy of the Company in this regard governs the conduct of the Company only.

**2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for web page etc.**

The Company is very much concerned about the climate change due to industrialisation, so it adopts best of processes & techniques, so that it minimises the negative effect on the environment. Decision to manufacture Paper from wheat straw was one of the most important initiatives taken by the company. This saves thousands of trees from cutting down, which is one of the best ways to preserve our precious environment from being exposed to be polluted. In addition to recovery and reuse of entire wastewater, the company has undertaken the following activities to reduce the greenhouse emissions.

- Extensive plantation area across all manufacturing facilities.
- Utilization of biomass as fuel in its cogeneration plant for reduction of GHG emissions.

- Conducted Comprehensive air leakage audits by certified parties to reduce the compressed air loss.
- Replacement of motors with efficient motors in various sections.
- Replacement the old insulation materials and Minimization of thermal losses..

**3. Does the company identify and assess potential environmental risks? Y/N**

Yes, potential environmental risks are identified as a part of the Company's risk management activity and feature in the Company's risk library. The Company regularly reviews its environmental risks and undertakes initiatives to mitigate them.

**4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof. Also, if Yes, whether any environmental compliance report is filed?**

The Company continues to work towards cleaner tomorrow by use of cleaner fuels and maximum utilization of energy produced during the manufacturing process. Further, the adoption of globally-accepted manufacturing principles such as CLRI (Cleaning, Lubricating, Retightening and Inspection), TPM (Total Productive Maintenance) strengthens the health of assets.

The machineries installed for home textiles are latest and equipped with the system which enables the least usage of energy, water and other raw materials. The chemicals used are environment friendly. The home textile products are certified by OEKO-Tex certification for the measures undertaken for environment protection and clean development.

**5. Has the company undertaken any other initiatives on-clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

All the manufacturing facilities of the Company are ultra modern and fully automated which makes efficient use of energy and technology. The Company uses the steam produced as a by-product, in the production of energy / power, which makes it highly energy efficient. The power plant is equipped with the latest multi-fuel AFBC boilers with complete automated DCS operation and intelligent load management system. The plant can consume agro-wastes (rice husk), ETP sludge, Spinning process waste methane (from ETP and food waste biogas plant), pet coke and imported coke.

The company has started establishment of solar power plant with the capacity of 6.6MW aiming on controlling the green house gas emissions. The project will be started its operation by 3rd quarter of financial year 2021-22.

6. **Are the Emissions / Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes, the Emissions/ Waste generated by the company are within the permissible limits given by CPCB/SPCB for the financial year.

7. **Number of showcause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on the end of Financial Year.**

There is no show cause / legal notice received from CPCB / SPCB which is pending as on the end of financial year in relation with non-compliance with environmental laws and regulations.

**Principle 7**

1. **Is your company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with:**

Yes, our Company was member of the following Organizations as on March 31, 2021:

- i. Federation of Indian Chambers of Commerce and Industry [FICCI]
- ii. Confederation of Indian Industry [CII]
- iii. All India Management Association [AIMA]
- iv. PHD Chamber of Commerce & Industry
- v. Federation of Indian Export Organisations [FIEO]
- vi. The Cotton Textiles Export Promotion Council [TEXPROCIL]
- vii. Apparel Export Promotion Council [AEPC]
- viii. Electronics and Computer Software Export Promotion Council
- ix. Northern India Textile Mills Association [NITMA]

2. **Have you advocated/lobbied through above associations for the advance mentor improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

The Company appreciates the importance of trade associations. Trade associations provide a forum for information sharing and discussion with both trade association officials and representatives of various sectors. The Company participates in the discussions, meetings and seminar organized by the various associations and actively put forth its viewpoint on various policy matters and inclusive development policies. The Company utilizes these forums for pushing new policy initiatives and agendas.

**Principle 8**

1. **Does the company have specified programmes/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

Being a responsible corporate citizen, Trident has a value system of giving back to society and improving life of the people and the surrounding environment. The Company's CSR initiatives are inspired by the opportunity to contribute to a more secure and sustainable future. The details on the same have been shared in the Section 'Corporate Social Responsibility' that forms part of the 'Management Discussion & Analysis' in the Annual Report for the financial year 2020-21.

2. **Are the programmes/ projects undertaken through in-house team/ own foundation/ external NGO/ government structures/ any other organization?**

Programmes as covered under CSR Activities are undertaken through Company as well as external organizations also. Activities undertaken by external organizations are directed and monitored by the Company on regular intervals /periods.

3. **Have you done any impact assessment of your initiative?**

The CSR programmes and their impacts/ outcomes are monitored and reviewed by the CSR Committee of the Board and management periodically to understand the impact of these programmes.

4. **What is your company's direct contribution to community development projects-Amount in INR and the details of the projects undertaken.**

In financial year 2020-21, the Company spent ₹ 89.6 million on various CSR initiatives, detailed in **Annexure-III** to the Directors' Report included in the Annual Report of the Company for the financial year 2020-21.

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain.**

The Company has made a special team along with a special CSR Department. These employees visit the areas to understand the problems being faced by the community and determine the action required to be taken. The same is then discussed with CSR Head for budget allocation and implementation. The Company strives to reach out to the end user itself to have a maximum impact.

Trident has initiated "Saakshar" to educate, empower and change the future of rural India. Under this ambitious Initiative, Trident has enrolled underprivileged children and revamped school and Anganwadi centres of Punjab and Madhya Pradesh.

Trident has further made an endeavour under Grameen Kaushalya Yojna started by the Punjab Government, wherein around 1500 candidates were trained in co-ordination with Punjab Skill Development Mission so that the successful candidates have life skills and requisite technical skills to live a dignified life.

Since COVID-19 has made education shift from offline mode to online mode and thus taken away the opportunities from the poor children who cannot afford a device for their online education. So, Trident has envisaged "Shiksha Ki Roshni" Programme under which Mobile Tablets [TABS] were donated, to underprivileged students who lack necessary digital resources to continue their education online.

Focusing on Health and Well-Being of the people, Trident has also conducted Heart Health Awareness Session at its Budhni Campus which was open to general public.

Further, Trident has also partnered with "Goodera". The employees of Trident have donated the groceries, clothes, shoes and other items of utility which were distributed to the poor and needy through "Goodera". As an innovative way of donation, the donation of knowledge was also initiated through "Goodera" wherein the employees of Trident volunteered to provide coaching to the needy and under-privileged children. The Sign Language workshop was a huge success under this initiative.

**Principle 9**

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

The Mission of the Company is to continue growth by leading national and international standards and embracing ethical means in harmony with the environment, ensuring customer delight, stakeholder trust and social responsibility. In Trident, Complaints used to be seen as support from the Stakeholders whose earnest desire to make the Company perform in its Excellence.

The Complaints are seen as major pillar to make the product world class whose performance is Invincible. The Company has a dedicated email id to raise the Complaints and strives to resolve customer complaints on regular basis to the utmost satisfaction of the Complainant.

2. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/ N.A./ Remarks (additional information)**

The Company fully complies the laws of land. All the display and disclosure requirements as per applicable Statutes are complied with.

3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof.**

There have been no cases relating to unfair trade practices, irresponsible advertising and/or anti-competitive behaviour against the Company in the last five years.

4. **Did your company carry out any consumer survey/ consumer satisfaction trends?**

Customer centricity is at the core our business philosophy. We conduct consumer surveys for various retail markets to understand the consumer behaviours sentiments and expectations. This knowledge is transferred to our R&D, Product Development and Design teams to come up with new products and services to cater to the needs of our customers and final consumers. Global organizations having expertise for such surveys are engaged to do these consumer surveys for both bed linens and towels.

We are also engaging a team for data analytics to understand the consumer reviews and sentiments of our products as expressed on various Online channels to drive improvements and change in our products and services.

There have been huge changes in the market dynamics and consumer behaviour during the last one year. Business has moved from "brick & mortar" to Online and "physical to virtual". Accordingly, we have adapted to the new norms and developed new capabilities in all areas of our business including product development, virtual design and development, virtual presentations and virtual factory tours. It is a new virtual business world.

We are also continuing to focus on health, hygiene and sustainability with a much more sharper focus than past and have been recognized by various agencies for the same.

Own Branded Copier has always been the core forte for Trident Paper business. We conduct various retailer meets in order to understand the consumer expectations, sentiments and to get feedback's. Due to COVID-19 restrictions major retailer meets were organised virtually and survey were carried out during these meets to gather feedback for improvements and new developments as per market needs.

As a result of these customer survey, market research and data analytics, we have planned the launch of Branded Notebooks in the Financial Year 2021-22.