

Business Responsibility Report

Section A: General Information about the Company

- Corporate Identity Number (CIN) of the Company**
L99999PB1990PLC010307
- Name of the Company** Trident Limited
- Registered address** Trident Group, Sanghera - 148 101
- Website** www.tridentindia.com
- E-mail id** investor@tridentindia.com
- Financial Year reported** 2017-18
- 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.

- List three key products/services that the Company manufactures/provides (as in balance sheet)**
 - Textiles (which inter alia includes Bath Linen, Bed Linen and Yarn)
 - Papers (Branded Copier, Bond Paper, Writing & Printing Maplitho, Bible & Offset Print)
 - Chemicals
- Total number of locations where business activity is undertaken by the Company**
 - Number of International Locations (Provide details of major 5)**

US Office:
295, Fifth Avenue,
Suite 612
New York, NY 10016, USA

UK office:
Trident Europe Limited
First Floor, Sovereign House, Stockport Road,
Cheadle, Cheshire, England – SK82EA
 - Number of National Locations** 15
- Markets served by the Company—Local/State/National/International**
The Clientele of the Company spans across about 100 countries in six continents.

Section B: Financial Details of the Company

- Paid up Capital (₹):** 50,959.6 Million
- Total Turnover (₹):** 46,705.4 Million
- Total profit after taxes(₹):** 2,637.4 Million

- Total Spending on Corporate Social Responsibility (CSR) as % of profit after tax (%)**

CSR Spending accounts to 2.4% of Profit after Tax and 2.1% of average net profit of the Company made during the three immediately preceding financial years.

- List of activities in which expenditure in for above has been incurred:-**

The CSR Activities of the Company are detailed at Annexure IV to the Directors Report in full Annual Report for FY 2017-18.

Section C: Other Details

| | | |
|----|---|--|
| 1. | Does the Company have any Subsidiary Company/ Companies? | Domestic Subsidiary: Trident Global Corp Limited Foreign Subsidiary: 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 % of such entity/entities? [Less than 30%, 30-60%, More than 60%] | |

Section D: BR Information

- Details of Director/Directors responsible for BR**
 - 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:

Principle 1

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

Principle 2

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

Principle 3

Businesses should promote the well being of all employees.

Principle 4

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

Principle 5

Businesses should respect and promote human rights.

Principle 6

Business should respect, protect, and make efforts to restore the environment.

Principle 7

Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.

Principle 8

Businesses should support inclusive growth and equitable development.

Principle 9

Businesses should engage with and provide value to their customers and consumers in a responsible manner.

(b) 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 MD | Y MD | Y MD | Y MD | Y MD | Y MD | Y MD | Y MD | Y MD | The policies have been approved by Board/Board Level Committees and have been duly signed by the Managing Director of the Company. |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|
| 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 | - |
| 6 | Indicate the link for the policy to be viewed online? | Home / Investor Relations /Corporate Governance / Policies http://www.tridentindia.com/corporategovernance | | | | | | | | | |
| 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 whistleblower@tridentindia.com or investor@tridentindia.com by the stakeholders. | | | | | | | | | |
| 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 | Not Applicable | | | | | | | | |
| 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 | | | | | | | | | |
| 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 <http://www.tridentindia.com/corporategovernance>

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. Also the Company has formulated Member Service Rules which are applicable to all

the employees of the Company. These Member Service Rules mandate the conduct by the employees of the Company with all the stakeholders in a fair and ethical manner.

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 % was satisfactorily resolved by the management? If so, provide details thereof.

As detailed in the Corporate Governance Report, 11 investors' complaints were received during the financial year 2017-18. No Complaint was outstanding as on March 31, 2018 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.

E-Melange Sheets [Bed Linen]

Good nature Sheets [Bed Linen]

Agro-waste based Paper

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 Company continuously strives to innovate and unlock the value of its product to present the best to its customers. At the same time being a socially responsible citizen, the Company reconciles economy with ecology.

We endeavour to make the products durable with multi attributes so as to reduce the burden on resources.

The E-Melange range of Bed Linen are designed in an environment friendly way and the effect of dyeing appearance is exquisite and highly appealing.

The Good nature range of Bed Linen is made up of environmentally friendly fabrics without inorganic chemicals and colours.

The Company is one of the few companies manufacturing paper with wheat straw (unconventional raw material). Besides, 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.

(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 % 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.

Realizing the responsibility towards environment, the Company continuously innovates for Green Initiatives. The major breakthrough has been achieved in the Textiles wherein Company has used a green process of dyeing which reduces wastage of water.

We discourage the use of child labour or forced labour at the premises of business associates in the area of ethical sourcing. We would not be able to ascertain the % of our inputs which have been sourced sustainably.

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. 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. Also, the Company provides financial and other assistance to farmers who produce these agriculture products. This increases the capacity and capability of farmers and also the quality of the products produced.

The Company's manufacturing sites act as an economic centre for the communities in the vicinity. 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 % 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 for towel processing, saving fresh water of 6 million litres per day directly. The facility has a biological plant for biodegradation of wastewater and an RO system to recover 92% of water.

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), pet coke and imported coke.

Principle 3

1. **Please indicate the Total number of employees.** – 12,579 permanent employees
2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis.** – 2,066 contractual employees
3. **Please indicate the Number of permanent women employees.** – 2,163 women employees
4. **Please indicate the Number of permanent employees with disabilities-** 51 permanent employees with disabilities
5. **Do you have an employee association that is recognized by management.-** No
6. **What % of your permanent employees is members of this recognized employee association?-** Not Applicable
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.** – Not Applicable

| 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 % of your under mentioned employees were given safety & skill upgradation training in the last year?**

- (a) Permanent Employees - 20.2%
- (b) Permanent Women Employees - 18.3%
- (c) Casual/Temporary/Contractual Employees – 6.1%
- (d) Employees with Disabilities - 51.0%

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 there of.**

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:-

Saakshar : Trident educates the illiterate masses of the villages beyond the scope of mere reading-writing and numeric. The Company holds and conducts its Adult Education Programme 'Saakshar' in association with the village Panchayats and Anganwadi centres. Regular awareness campaigns are conducted to highlight the importance of women education and functional literacy for a more independent lifestyle. People are educated and made aware about combating social disparities.

Nirmal Narmada Abhiyan: Trident's CSR team runs mass awareness drive to clean the most polluted Ghat- The Sethani Ghat in Hoshangabad City – along with other ghats in Budni and Hoshangabad. The Company has installed dustbins at multiple places (close to and on the ghats) and conducts monthly cleanliness review of River Narmada and its ghats in the city.

Mobile dispensary & Medical Camps: Trident runs a fully-equipped mobile dispensary that carries a team of Doctors to the remote & tribal areas around Budni. This dispensary provides free primary health care services to poor rural masses of all age groups.

Mega medical camps, in association with the CMC Hospital was conducted by the Company at Ludhiana and Barnala Location. More than 50,000 people have benefited from the medical camp and mobile dispensary endeavours.

Enhancing earning ability in Women: Trident promotes women empowerment and extends its support to several self-help groups of women in rural areas of Punjab and Madhya Pradesh. Making women self-sustaining and confident.

It encourages women to use their skills like traditional hand embroidery, block printing, stitching, crochet work and jute-products making, etc. Members of Hastakala Self Help Groups have also been provided with Sewing Machines to help increase their earning ability.

Further, the other CSR initiatives taken by the Company are detailed in full 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 2017-18 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.

Trident maintains a zero liquid discharge facility for towel processing, saving fresh water of 6 million litres per day directly. The facility has a biological plant for biodegradation of wastewater and an RO system to recover 92% of water.

The Company endeavours to impact the environment positively with cleaner production methods, use of energy efficient and environment friendly technologies.

The Company has been assessed as best performer in terms of energy saving under the Perform, Achieve and Trade (PAT) Scheme Cycle I in the Pulp and Paper Sector by Bureau of Energy Efficiency, Government of India, Ministry of Power. The award is recognition of the Company's outstanding efforts to continuously conserve energy efficiency and supporting India's journey towards sustainable development.

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 utilisation of energy produced during the manufacturing process. Further, the adoption of globally-accepted manufacturing principles such as CLRI (Cleaning, Lubricating, Re-tightening and Inspection) and TPM (Total Productive Maintenance) strengthens the health of assets. However no Compliance Report has been filed.

The Company was also awarded with the following awards during the Financial Year 2017-18:

| Award | Category | Division |
|---|--|--------------------------------------|
| National Energy Management Award 2017 by Confederation of Indian Industry | Energy Efficient Unit | Home Textiles, Budni, Madhya Pradesh |
| | Excellent Energy Efficient Unit | Home Textiles, Barnala, Punjab |
| | Excellent Energy Efficient Unit | Paper and Chemical, Barnala, Punjab |
| | Most Useful Presentation | Paper and Chemical, Barnala, Punjab |
| Confederation of Indian Textile Industry (CITI) Award for Excellence | For Energy Conservation by Textile Mills | |
| Best performer in terms of energy saving by Bureau of Energy Efficiency, Government of India, Ministry of Power | Under Perform, Achieve and Trade (PAT) Scheme Cycle I in the Pulp and Paper Sector | |

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, methane (from ETP), pet coke and imported coke. The other initiatives taken by the Company for energy efficiency are detailed in Annexure I to the Directors' Report included in the Annual Report for FY 2017-18.

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, 2018:

- i. Federation of Indian Chambers of Commerce and Industry [FICCI]
- ii. Confederation of Indian Industry [CII]
- iii. The Associated Chambers of Commerce & Industry of India [ASSOCHAM]
- iv. All India Management Association [AIMA]
- v. Confederation of Indian Textile Industry

- vi. PHD Chamber of Commerce & Industry
- vii. Federation of Indian Export Organisations [FIEO]
- viii. The Cotton Textiles Export Promotion Council [TEXPROCIL]
- ix. Apparel Export Promotion Council [AEPC]
- x. Electronics and Computer Software Export Promotion Council
- xi. Indian Paper Manufacturers Association [IPMA]
- xii. Indian Agro & Recycled Paper Mills Association [IARPMA]
- xiii. 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 2017-18.

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 ₹ and the details of the projects undertaken.

In 2017-18, the Company spent ₹ 62.4 million on various CSR initiatives, detailed in Annexure IV to the Directors' Report included in the Annual Report of the Company for the Financial Year 2017-18.

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. For eg: Free Medical Camp in collaboration with CMC Hospital, Ludhiana and Barnala, distribution of notebooks and providing desks for students in schools, Initiatives to enhance earning ability of Women, etc.

Principle 9

1. What % 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.

There were no Customer complaints/consumer cases pending as on the end of financial year.

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?

Customers' satisfaction is the Company's goal, which motivates the Company to keep its products as per the consumers' requirements. To understand the customers better, the Company adopts several procedures including customer surveys, customer audits and direct feedback. The Company Conducted regular Retailer meets for better market research and customer service. Feedback is also taken by the management during the visit of Customers at the manufacturing facilities. This helps the Company in preparing and planning the future business strategies and profitability.

The Company has achieved "Platinum Level Status for 2017 in accordance with the JC Penny Qualifications" and also received "Excellence in operations in Quality" Award for Financial Year 2017 from IKEA. The recognitions conferred upon the Company is attributed to quality standards and customer centric approach and motivate Company to drive in Company's efforts to continue its quality excellence, commitment, ethical business practices, sustainability and social responsibility.