



Business Responsibility Report

About this Report

Our Business Responsibility Report includes our responses to questions on our practices and performance on key principles defined by Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across environment, governance and stakeholder relationships.

Section A - General Information about the Company

1. Corporate Identity Number (CIN) of the Company	L36911RJ1989PLC004945
2. Name of the Company	Vaibhav Global Limited
3. Registered address	K-6B, Fateh Tiba, Adarsh Nagar, Jaipur 302 004, Rajasthan
4. Website	www.vaibhavglobal.com
5. E-mail id	Investor_relations@vaibhavglobal.com
6. Financial Year reported	2020-21
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Manufacturer & Exporter of fashion jewelry and related articles (3211)
8. List three key products/services that the Company manufactures/ provides (as in balance sheet)	Fashion jewelry, Gemstone and lifestyle products
9. Total number of locations where business activity is undertaken by the Company	
(a) Number of International Locations	NA
(b) Number of National Locations	6 National Location (4 in Jaipur, 2 in Mumbai)
10. Markets served by the Company – Local/State/National/ International	National/International

Section B - Financial Details of the Company

1. Paid-up Capital (INR)	32,53,81,520 as on 31 March 2021
2. Total Turnover (including other income (INR)	46,173.52 lacs
3. Total profit after taxes (INR)	4,683.11 lacs
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	During the year, the company spent ₹164.59 lacs towards Corporate Social Responsibility (CSR) which was 2.35% of average net profits of the Company during immediate three preceding financial years.
5. List of activities in which expenditure in 4 above has been incurred:	The Company has focused its CSR initiative in providing mid-day meal and support schools for meeting the expenses relating to educational aids and other expenses. For more details, refer Annexure 2 of the Board's report, forms part of this report.

Section C - Other Details

1. Does the Company have any Subsidiary Company/ Companies?	Yes, the Company has seven Subsidiaries and five Step-down Subsidiaries, the details of which is given in Board Report.
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(s)	The subsidiary companies operates in different geographies and conduct their own BR initiatives. For more details, please refer Management, Discussion and Analysis report.
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%]	The Company always encourage the other entities (e.g. suppliers, distributors, customers etc.) for participating in BR initiatives of the Company. Our subsidiaries in USA and UK also conducts BR activities at their level in different geographical areas.

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 Board of Directors, which comprises following Directors.

DIN Number	Name of Director	Designation
00061142	Mr. Sunil Agrawal	Managing Director
00724826	Mr. Harsh Bahadur	Non-Executive Independent Director
00044624	Mr. Nirmal Kumar Bardiya	Non-Executive Non-Independent Director

(b) Details of BR Head

DIN Number	Name of Director	Designation	Telephone No.	Email ID
00061142	Mr. Sunil Agrawal	Managing Director	91-141-2771975	investor_relations@vaibhavglobal.com

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

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 wellbeing 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.

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	Remark
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, 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, Hence, the policies have been designed as per industry practices and national / international level standards.
4.	Has the policy been 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	Signed by 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?	https://www.vaibhavglobal.com/code-policies									-
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	The Policies have been placed at the website/ intranet of the Company. Further, Company's executives also discuss the policies of the Company at the time of dealing with stakeholders. Internal stakeholders are duly communicated.									
8.	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y	-
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y	-
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The Policies are evaluated internally as and when - required.									



2(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options) - Not Applicable

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the 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 within next 6 months									
5.	It is planned to be done within the next 1 year									

3. Governance related to BR

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

Compliance with the Policy(ies) is monitored and evaluated on regular basis. The CSR Committee reviews the BR performance at least once in a year.

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

The Company publish business responsibility report in the Annual Report, which is available at the website of the Company i.e. <https://www.vaibhavglobal.com/annual-reports>

Section E: Principle-wise Performance

PRINCIPLE 1: ETHICS, TRANSPARENCY AND ACCOUNTABILITY

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 considers manifesting the highest levels of transparency, disclosures, accountability, equity, professionalism, honesty, integrity and ethical behavior in all spheres of its operations.

The Company has adopted a code of conduct applicable to the Board of Directors and senior management personnel of the Company. The members of the Board of Directors and the members of the senior management of the Company are required to affirm on an annual compliance of this code. This code inter-alia requires the directors and senior management personnel of the Company to act honestly, ethically and with integrity. The code guides the directors and senior management personnel to conduct themselves in professional, courteous and respectful manner and also to ensure their independent judgement is not impacted. The Company has a Whistle Blower Policy to establish a vigil mechanism for directors and employees to report concerns about unethical, actual or suspected

fraud in violation of the Company's code of conduct or ethical policy. Further, the Anti Sexual Harassment Policy provide harmonious and safe conditions at workplace that redress complaints of sexual harassment in an unbiased and effective manner, with an approach of zero tolerance. It covers all employees of the company whether permanent, temporary or apprentice and any such sexual harassment which has taken place whether within or without office hours. The Anti Bribery and Corruption policy of the Company applies to all employees (full-time, part-time and those on contractual assignments) of the Company and to relevant third parties and their employees deployed for the Company's activities.

The Policy on determination of materiality of events ensure disclosure of material events to all concerned stakeholders and public at large promptly. The code of practices and procedures for fair disclosure of Unpublished Price Sensitive Information (UPSI) ensures timely and adequate disclosure of UPSI which would impact the price of its securities and to maintain uniformity, transparency and fairness in dealing with all its stakeholders.

The Company is committed towards good Corporate Governance which plays pivotal role in implementation of best practices in corporate governance, Board structure and processes, transparency and disclosure, compliances, stakeholders value enhancement, Corporate Social Responsibility (CSR) and Sustainability.

During the year, the Company has been adjudged as the 'Best Governed Company' by The Institute of Company Secretaries of India under Listed Companies, Emerging Category at 20th ICSI National Award for Excellence in Corporate Governance for the year 2020.

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

During the financial year, the company has received 51 complaints from investors/shareholders pertaining to Non receipt of Annual Report / dividend etc. and all complaints were resolved. No complaint was outstanding as on 31 March 2021. The company has not received any complaint for sexual harassment, bribery and corruption and under whistle blower mechanism from any of the stakeholder.

PRINCIPLE 2: PRODUCTS LIFECYCLE SUSTAINABILITY

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

The three product categories, i.e., fashion jewelry, gemstone and lifestyle products incorporate principles of Environmental Management Systems (EMS) at various levels of operations.

The quality management system of the Company has been ISO 9001:2015 certified for design development, manufacturing, sale of gemstones, diamonds, studded jewellery and sale of lifestyle products.

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?

At VGL, we believe that conserving energy is desirable not only to reduce costs but also for conserving precious & fast depleting fossil fuel reserves and protecting the environment. We make sincere efforts to ensure that our operations are sustainable. We focus on use of renewable energy, water conservation, waste management and energy efficiency. Towards this approach, the Company has implemented several environment & energy conservation steps:

Energy Management

The Company focusses to use maximum renewable energy. Started the journey with 100 kw rooftop solar project in 2014 and with the commissioning of 1.30 mw and 1.55 mw captive consumption solar projects in 2020 and 2021 respectively, the Company is able to increase its total solar capacity to 3.23 mw. The commissioning certificate for 0.45 mw is applied and awaited. The said solar capacity shall fulfill the 100% power requirement of manufacturing units in Jaipur.

In FY21, we procured rotary burnout furnaces and laser marking/cutting machines with advanced inbuilt technology to reduce carbon emission.

Water Management

- Rainwater harvesting

Installed rainwater harvesting structures, enabling ~52 lacs litres of water harvesting across ~95,000 sq. ft. during FY21.

- Effluence Treatment Plant (ETP)/ Sewage Treatment Plant (STP)

Set up of ETP/STP plant at the premises to ensure maximum recycling and reuse of water in the process. We recycle 43 kl per day, equivalent to ~15,000 kl annually.

- Low LPM faucets

Enabled use of low LPM faucets at one of the premises to save water. Further, planning to install at all locations in India by next financial years.

Bio-diversity

During FY21, we planted ~1,100 trees, taking our cumulative plantation to over 4,000 trees.

Green Building Certification

Our manufacturing unit at the Special Economic Zone in Jaipur, Rajasthan, received LEED Platinum certification under the LEED V4 Building Operations and Maintenance: Existing Buildings (LEED O+M) rating system. The SEZ building is the only manufacturing unit in Rajasthan and one of the only two such units across India certified as LEED Platinum under LEED V 4 O+M.

- (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.

VGL's Supplier Code of Conduct describes expectations and guidelines with respect to responsible sourcing including our commitments to human rights, the environment, health and safety, business ethics and the development of a diverse and sustainable supply chain. During the meetings with vendor/supplier, we discuss these expectations and promote environmental and social standards. We source product/ services that are environmentally sustainable, such as energy-efficient equipment. It is difficult to ascertain the percentage 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? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company's intent is to help local suppliers scale up and improve their operations, besides ensuring sustainable livelihood in the proximity of its operations and expects to build stronger and long-term ties with them. The Company's Adarsh Nagar office and Branch office in Mumbai are situated at a place which is easily accessible to local vendors. The Company is in continuous communication with the local and small vendors to improve their capacity to meet the procurement requirements of the Company and it helps to build the strong and long-term relationship with the local suppliers. To support 'Make in India', the Company procure its lifestyle products through domestic / local vendors. The Company provide opportunity to all vendors through its online vendor portal to tender their products as per the company requirement.



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 works with Zero dumping philosophy. VGL has aligned waste management practices and adopted the '4R Policy' of Reduce, Recycle, Reuse and Reclaim in our operations. The key initiatives are:

- Ensure 100% conversion of bio-degradable waste (vegetables, food, leaves) into manure.
- Installation of ozonator water treatment plant to facilitate removal of dirt, inorganic chemical impurities, and odour from water. This lowers the risk of ground water contamination. An ozonator can generate 10 gm of oxygen per hour to disinfect water.
- Installation of wet scrubbers to reduce toxicity of fumes generated during jewellery manufacture.

PRINCIPLE 3: EMPLOYEES' WELLBEING

The Company has established a robust Human Resources ('HR') system that nurtures a high performing, conducive and inclusive work culture. It emphasises on the freedom across all the locations for its employee to express views, competitive pay structure, performance-based reward system and growth opportunities and internal job opportunities. The Company conducts several internal functional capabilities building training programmes which mandated training hours for employees to upgrade knowledge and ensure their holistic growth. Company is providing safe and enabling work environment to the employees. VGL also focuses on the overall well-being of employees, providing them with requisite facilities and regular recognition. Some of the key initiatives in this area include company suggestion scheme, scholarship programme for employees' children and sponsoring the employees for participation in digital Marathons. VGL has been certified with 'Great Place to Work' by the Great Place to Work Institute which is a testimony to its high engagement and inclusive culture.

During the unprecedented year given by the pandemic, the Company provided the medical help to employees at home, health supplements to boost immunity levels, various virtual sessions on the awareness on COVID-19, virtual yoga sessions, salary increments, no layoff etc. The Company has also provided medical benefits (including insurance coverage) to all employees, free accommodation & travel expense to employees traveling from different states.

For more details of initiatives taken by the Company and its subsidiaries, please refer Management, Discussion and Analysis report, which forms a part of Annual Report.

- 1. Please indicate the total number of employees.** – 1313 permanent employees as on 31 March 2021
- 2. Please indicate the total number of employees hired on temporary / contractual / casual basis** - 1714 contractual employees as on 31 March 2021

3. Please indicate the number of permanent women employees. - The Company provides equal opportunity to all and do not discriminate on the grounds of gender. However, as on 31 March 2021, there were 180 permanent woman employees.

4. Please indicate the number of permanent employees with disabilities - The Company provides equal opportunity to all and do not discriminate on the grounds of disability. However, as on 31 March 2021, there were 15 employees with disabilities.

5. Do you have an employee association that is recognized by management - NIL

6. What percentage of your permanent employees is members of this recognized employee association - NA

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 -

The Company has not received any complaint relating to child labour, forced labour, involuntary labour and sexual harassment during the financial year 2020-21 and no complaint is pending as on 31 March 2021.

8. What percentage of under mentioned employees were given safety & skill up-gradation training in the last year?

(a) Permanent Employees	93%
(b) Permanent Women Employees	94%
(c) Casual/Temporary/Contractual Employees	90%
(d) Employees with Disabilities	90%

PRINCIPLE 4: STAKEHOLDER ENGAGEMENT

1. Has the company mapped its internal and external stakeholders? Yes/No

VGL recognize employees, communities surrounding our operations, business associates, customers, vendors, shareholders/ investors and regulatory authorities as our key internal and external stakeholders and has mapped all accordingly.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

The Company identifies communities specially children, poor patients as disadvantaged, vulnerable & marginalized and serve them through its CSR activities.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof.

VGL enhances sustainable CSR impacts with a focus on education, healthcare and poverty alleviation through various implementing agencies. VGL's One for One program is the Company's global flagship (Now named as

"Your purchase feeds") CSR initiative is locally registered through charity partners like Akshaya Patra in India, No Kid Hungry in the US and Magic Breakfast in the UK.

Since the inception of the program, ~51 million meals have been delivered at the group level. This number stood at ~14.4 million meals for FY21. In India, the program spans across 350 schools in Jaipur with 15+ vehicles providing logistical support to this initiative.

Apart from statutory requirements under CSR, the Company has taken many other initiatives for the vulnerable like repair and maintenance of school buildings, donation to CM relief fund and other associations for COVID-19 etc. For more details of initiatives taken by the Company and its subsidiaries, please refer Management, Discussion and Analysis report, forms a part of this report.

PRINCIPLE 5: HUMAN RIGHTS

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 human rights policy applies to all employees of VGL and its affiliates. We promote its principles to our subcontractors and suppliers through our code for responsible sourcing, and also by driving industry based social and environmental standards, and we also engage customers and other business partners on these matters.

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

The Company has not received any complaint in respect of violation of human rights.

PRINCIPLE 6: ENVIRONMENT PROTECTION

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

The nature of the business of the Company has limited impact on environment. However, the Company endeavors to protect and make efforts to restore the environment. EHS policy covers the Company only. However, the Company encourages its vendors/supplier for uses of renewable energy resources and to also work for environment improvement.

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 webpage etc.

We, at VGL, are committed to inclusive growth and have taken several environment conservation initiatives related to renewable sources of energy, rainwater harvesting, waste management, tree plantation, and the like.

Towards renewable source of energy, we started our journey with 100 KW rooftop solar project in 2014. The Company commissioned 1.30 mw and 1.55 mw solar projects in 2020 and 2021 respectively, which increased

its total solar capacity to 3.23 mw. The commissioning certificate for 0.45 mw is applied and awaited. With this, the Company will address its 100% power requirements through renewable energy for its Jaipur manufacturing facilities.

In FY21, we procured rotary burnout furnaces and laser marking/cutting machines with advanced inbuilt technology to reduce carbon emission. We also planted ~1,100 trees, taking our cumulative plantation to over 4,000 trees.

Our manufacturing unit at the Special Economic Zone in Jaipur, Rajasthan, received LEED Platinum certification under the LEED V4 Building Operations and Maintenance: Existing Buildings (LEED O+M) rating system. The SEZ building is the only manufacturing unit in Rajasthan and one of the only two such units across India certified as LEED Platinum under LEED V 4 O+M.

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

Yes, the company identifies and assess the potential environmental risks regularly.

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?

No, we have not registered any project related to Clean Development Mechanism.

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.

The Company has taken other initiatives towards waste management, water management, reduction of carbon emissions etc. during the year. For more details on the environmental sustainability initiative taken by the Company and its subsidiaries, please refer Management Discussion and Analysis report, forms a part of this report.

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 within the permissible limits given by CPCB/SPCB.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year. – Nil

PRINCIPLE 7: COMPANY ADVOCACY

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:

The company is member of following trade associations:

- Gem & Jewellery Export Promotion Council
- Federation of Indian Export organization



- (c) Export Promotion Council for EOUs and SEZs
- (d) Export Promotion council for Handicrafts
- (e) Export Promotion Council of Apparel

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? 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 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.

PRINCIPLE 8: INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

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

VGL is engaged in various social initiatives in the area of education, mid-day meals & healthcare services, rural development, slum development etc. The Corporate Social Responsibility (CSR) Policy specified CSR activities/projects/ programmes, which broadly defined as under:

- Eradicating hunger, poverty and malnutrition
- Promoting health care including preventive health care facilities to the society through recognized trust or societies and hospitals
- Promoting education through schools and other organization
- Employment enhancing vocational skills
- Promoting gender equality and empowering women
- Ensuring environmental sustainability, in particular, plantation by school children
- Rural development projects, in particular, support the community infrastructure for improving sanitation, drainage systems etc.
- Contributing to the funds, agencies, Government/Non-government authorities, associations, body corporates etc as authorized/specified under the Schedule VII of the Act from time to time.
- Disaster management, including relief, rehabilitation and reconstruction activities.

The Company is committed to enhance the innovation for its products and process and created a separate department for implementing the innovation at every stages. Company invites its employees and their families through web portal for their innovative ideas for the improvement and development of existing product/process and also launching of new product/process. Company encourage them by providing incentives/rewards for every selected idea.

During the year, the Board of Directors of the Company approved an incubator policy, which provides an opportunity to early stage start-ups by providing seed capital, world class mentor, resource & infrastructure and legal and financial services, technology and expert opinion. The Company has launched a web portal for the same naming Spark Incubator, which is a platform to connect, collaborate with stakeholders i.e. vendors, customers, employees and also for the general public. During the year Vaibhav Lifestyle Limited was incorporated under the incubator policy.

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

VGL enhances sustainable CSR impacts with a focus on education, healthcare and poverty alleviation through various organizations/ implementing agencies including Akshay Patra, Akshar Society in India.

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

Yes, the Company periodically reviews the impact of its initiatives.

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

During the financial year 2020-21, the Company has spent ₹ 164.59 lacs under CSR activities. For details of projects undertaken, please refer Annexure 2 of the Board Report and also refer Management Discussion and Analysis report, both forms a part of this report.

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

VGL's One for One program (Now "Your purchase feeds") is the Company's global flagship CSR initiative which aligns the social responsibility of its customers with VGL's. This programme is locally registered through charity partners like Akshaya Patra in India, No Kid Hungry in the US and Magic Breakfast in the UK.

Company get feedback from its customers, beneficiaries, and communities periodically, who really appreciate One for One program of the Company. The Board/Committee also reviews the said feedback and appreciate the program of the Company.

PRINCIPLE 9: CUSTOMERS VALUE

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

The major customers of the Company are its wholly owned foreign subsidiaries. During the year, Company has received grievances majority in the form of rejection of goods from customers. The company is striving to reduce the same continuously. Company was able to reduce its quality defects this year to 1.20% of its total order against its target of 2%. No customer complaints/consumer cases are 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 display product information on the product label as per the requirement of the law of the Country. However, on specific products, the company also display information for the convenience of the customers and ensure more reliability of the products like safety measures, authenticity report /test report of the products. The Company is also doing anti tarnish test as per the requirement of the customers.

For lifestyle products, Company displays the product information such as country of origin, care and washing instruction, fiber, brand and size detail etc. Apart from above, other testings like colorfastness check (rub test), moisture test, durabilities, fabric composition, dimensional

stability, appearance after wash, color shading, symmetry check etc are being done as per customer specifications.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof. - None

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

The Company carries out customer survey periodically which helps the Company to understand customers' needs and to continuously monitor and improve the customer experience, products and process development. The Company through trend spotting, cater the customers need and provide better value products. The Company's innovation approach for its products and process helps to provide better and enhanced services and products to the customers.