

BUSINESS RESPONSIBILITY REPORT

Business Responsibility Report of the Company for the Financial Year ended 2021-22 has been prepared in accordance with the requirements of SEBI (LODR) Regulations, 2015 and is based on the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business (NVGs) released by Ministry of Corporate Affairs, Government of India.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company: L40104WB1981PLC033408

2. Name of the Company: SKIPPER LIMITED

3. Registered address: 3A Loudon Street, Kolkata-700 017, West Bengal, India

4. Website: www.skipperlimited.com

5. E-mail id: investor.relations@skipperlimited.com

6. Financial Year reported: 1st April, 2021 to 31st March, 2022

7. Sector(s) that the Company is engaged in (industrial activity code-wise):

Particulars	National Industrial Code
Manufacturing of Engineering products	2511
Manufacturing of Polymer products	2220
Infrastructure projects	4220

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

- I. Engineering products
- II. Polymer products
- III. Infrastructure projects

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

- i. **Number of International Locations:** The Company does not have any office or manufacturing facilities outside India.
- ii. **Number of National Locations:** The Company carries out its operation through its registered/corporate office situated in Kolkata and several marketing/site offices across India. The Company has three manufacturing units, two units near Guwahati (Assam) and one Transmission Line Testing station at Howrah near Kolkata (WB).

Details of the above Plant Locations of the Company are provided in the Corporate Governance Report forming part of the Annual Report.

10. Markets served by the Company – Local/State/National/International

The Company has Pan India market presence and also exports its product to several international geographies which includes Africa, Australia, Middle East, South & South East Asia, South America and Europe.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR): ₹ 102.67 million

2. Total Turnover (INR): ₹ 16955.87 million (Net)

3. Total profit after taxes (INR): ₹ 286.11 million

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

The Company has spent ₹6.00 million on CSR activities during the financial year 2021-22 which amounts to more than 2% of the average net profits of the three immediately preceding years.

5. List of activities in which expenditure in 4 above has been incurred:

Please refer **Annexure B** to Board's Report for details on CSR initiatives undertaken by the Company.

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies?

No, as on 31 March 2022 the Company does not have any Subsidiary Company. However, the Company has made investment in "Skipper-Metzer India LLP" a Limited Liability Partnership in which the Company holds 50% partnership interest and the same has been classified as Joint Venture under Indian Accounting Standards (Ind AS).

2. Do the Subsidiary Company/Companies participate in the Business Responsibility (BR) Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).

Not Applicable.

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 BR policy of the Company is applicable to the management and all employees of the Company. It has not mandated any supplier, distributor etc. to participate in the BR initiatives of the Company. However, the Company encourages and expects its business partners to adopt the BR practices.

No formal study has been undertaken as of date to ascertain the percentage of such entities who participate in BR activities.

	national/international standards? If yes, specify? (50 words)	The policy is based on National Voluntary Guidelines on Social, Environmental & Economical Responsibilities of Business released by Ministry of Corporate Affairs, Government of India.								
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
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 Director responsible for BR activities and BR head is responsible for implementation of the Policy.									
6	Indicate the link for the Policy to be viewed online?	https://repository.skipperlimited.com/investor-relations/pdf/brp.pdf								
7	Has the Policy been formally communicated to all the relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	The Policy has been posted on the Company's website for information of all stakeholders. For internal stakeholders, appropriate communication means like Notice Boards, Circulation etc., are used.									
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
	Any grievance or feedback in relation to the Policy can be sent to investor.relations@skipperlimited.com .									
10	Has the company carried out independent audit/ evaluation of the working of this Policy by an internal or external agency?	N	N	N	N	N	N	N	N	N
	The Policies are evaluated internally from time to time and updated whenever required.									

(b) If answer to the question at serial number 1 against any principle, is 'NO', please explain why: (Tick up to 2 options):

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the 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 within next 6 months.									
5	It is planned to be done within the 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 to assess the BR performance of the company. Within 3 months, 3-6 months, annually, more than 1 year?**

The BR Head oversees the implementation of and monitors the BR performance of the Company periodically and the Board reviews the same annually.

- (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 has been publishing its Business responsibility report annually as a part of annual report and the same is available on the website of the Company at www.skipperlimited.com

SECTION E: PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH 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?**

Yes, the Company has adopted an Anti-Bribery & Anti-Corruption (ABAC) policy which ensures that the Company sets up adequate procedures in order to prevent the Company's involvement in any activity relating to bribery, facilitation payments, or corruption, even where the involvement may be unintentional. It requires employees, directors, officers of the Company and third parties subject to this ABAC Policy to recognize questionable transactions, behavior or conduct, and take necessary steps to record such activities. Our Company has laid down procedures to deal with such behaviors or conduct.

The suppliers/contractors/business associates dealing with the Company are also encouraged to maintain ethical standards in all their practices.

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, in about 50 words or so.**

During the financial year 2021-22, the Company has not received any complaints in relation to ethics, bribery and corruption.

PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES THAT ARE SAFE AND CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFE CYCLE.

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

The Company is engaged in manufacturing/service of the following:

Engineering Products - Transmission Towers/High Mast Poles/Telecom Towers etc.
Polymer Products - PVC/ UPVC/ CPVC Pipes & Fittings, Cistens, Bath Fittings etc.

Infrastructure Projects -Providing turnkey solutions in the areas of Transmission & Distribution, Railways, etc.

The plants of the Company are ISO 45001:2018 certified. The Company endeavors to provide products and services, which are sustainable throughout their life cycle and tries to ensure that no damage is caused to the environment.

The Company uses designed technologies to optimize the weight and size of transmission towers manufactured. The designs and project planning teams tries to ensure that no adverse impact is caused to the environment and that designs are optimized to cause minimum deforestation and reduce impact on standing crops. The Company also proactively promotes usage of Monopoles which require less installation space.

While transportation of our Polymer products, we maximize the technique of telescopic loading, thereby ensuring higher loading of trucks which in return leads to reduction in usage of trucks.

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?

There has been overall improvement in yield (steel & zinc), scrap reduction, reduction in energy (power & fuel), water, consumables, packaging material, and so on across all its manufacturing units.

ETP treated water is stored in a lined pond from where it is being utilized for various purposes such as firefighting, horticulture, road spraying, processing of makeup water for cooling, reusing in the ETP itself for lime preparation and other purposes. By reusing the treated water in different places we have minimized the operation of water.

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

There are no specific standards to ascertain the same.

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, in about 50 words or so.

Sustainability management is a company-wide effort that derives from our corporate purpose. It is at the heart of everything we do. Sustainability is firmly rooted within our organization and has been an integral component of management compensation since fiscal 2021.

Skipper Ltd, through efforts such as strict Code of Conduct, External Audits for select suppliers and an efficient Vendor Monitoring system, ensures sustainability throughout the value chain.

Sustainability agenda is extended to suppliers through the Supplier Code of Conduct to which all suppliers have to commit to and the Business Conduct Guidelines. It lays down the requirements on various aspects of sustainability such as legal compliance, anti-bribery and anti-corruption, human rights, health and safety and environment protection.

Supplier selection, assessment and evaluation process includes elements of sustainability. This includes self-assessments by suppliers, risk assessments by Skipper Ltd. and external audits by third party.

- 4. Has the company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work?**
(a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

About 90% of material from third party suppliers is sourced locally within India. Out of this 30-40% is sourced from small and medium enterprises. A large number of MSME (Micro, Small and Medium Enterprises) rely on companies like Skipper for their business. Skipper continuously looks for opportunities to source its material locally. It has a pull of registered MSMEs. For products which are currently not manufactured locally, it promotes indigenization through the following steps:

- Identification of products currently imported
- Handholding of suppliers for manufacturing product locally.

- 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, in about 50 words or so.**

The company is committed for increasing waste efficiency through the ISO 14001 certification for all plants. Waste is segregated into hazardous and non-hazardous waste and managed through a robust waste management system.

We prioritize waste prevention equally to recycling, as this approach minimizes resource consumption. In comparison to last 2-3 FYs, this FY 21-22, we achieved to reduce significant quantities of hazardous waste through multiple strategies & process upgradation across the manufacturing processes. Approx.2000 MT of Hazardous waste i.e ETP sludge generation we have reduced from our manufacturing units through process validation & upgradation of our ETP process.

Hazardous waste is sent to registered recyclers or to CPCB/WBPCB Authorized TSDF (transportation, storage and disposal facilities) for disposal. E-waste is sent to registered recyclers.

Non-hazardous waste such as paper is reused as packaging material. Damaged laptops are disposed as e-waste through government approved registered recyclers.

Industrial effluents are treated in the effluent treatment plant and sewage is treated in the sewage treatment plant. The treated water is used for maintaining green belt, dust suppression & reuse in process.

About 20%, of total material is re-cycled or reused input material.

PRINCIPLE 3: BUSINESSES SHOULD PROMOTE THE WELL-BEING OF ALL EMPLOYEES

- 1. Please indicate the Total number of employees- 2100**
- 2. Please indicate the Total number of employees hired on temporary/ contractual/ casual basis- 4500**
- 3. Please indicate the Number of permanent women employees- 18**
- 4. Please indicate the Number of permanent employees with disabilities- Nil**
- 5. Do you have an employee association that is recognized by management- No**
- 6. What percentage of permanent employees is members of this recognized employee association? N.A.**

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the 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 on end of the financial year
1	Child labour, forced labour, involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

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

	<u>Safety</u>	<u>Skill</u>
(a) Permanent Employees	NIL	NIL
(b) Permanent Women Employees	NIL	NIL
(c) Casual /temporary/contractual Employees	N.A.	N.A.
(d) Employees with Disabilities	N.A.	N.A.

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF, AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE AND MARGINALIZED

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

Yes, the Company has mapped its internal and external stakeholders and builds trust through productive relationships, fosters working partnerships and considers both internal and external stakeholders as integral to its business. For the Company, maintaining relationship with stakeholders is a business imperative.

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

Yes, the Company identifies disadvantaged, vulnerable and marginalized stakeholders viz., communities around our business locations and conduct various CSR programs, which uphold its philosophy and values towards underprivileged communities and serving wider interest of society.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable & marginalized stakeholders. If so, provide the details thereof, in about 50 words or so.

Yes, Skipper continuously undertakes initiatives to serve the interest of its vulnerable and marginalized stakeholders. The Company has undertaken several programs for the development of under privileged communities through its CSR arm. For the benefit of contractual labourers, suitable control mechanisms are in place at each plant location for verification of statutory obligations undertaken by the contractors engaging them. Training and safety programs are also organized for such contract workforce.

The Company provides healthcare facilities to underprivileged in and around its factory premises and also takes up projects for provision medical facilities, health and hygiene,

education, animal welfare, environment protection and rural development. Details of all such activities can be found in **Annexure-B** to the Director's report.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE 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 Company complies with applicable laws and regulation governing occupational health and safety and holds OHSAS 45001:2018 certification for Occupational Health and Safety Standards. The Company applies principles of equal opportunity, fair treatment and zero tolerance for any form of unlawful discrimination or harassment of employees. The Company promotes awareness of the importance of respecting human rights within its value chain and discourages instances of abuse. The Company prohibits the use of forced or compulsory labour at all our units and discourages the same with our business associates. The suppliers, contractors etc. dealing with the Company are always encouraged to maintain ethical standards in all their practices.

The Company believes that every employee should have the opportunity to work in an environment free from any conduct which can be considered as Sexual Harassment. The Company is committed to treating every employee with dignity and respect and hence has laid out a policy based on Sexual Harassment at the workplace. The policy is applicable to all its business locations across the country.

This Policy encompasses the following objectives:

- To define Sexual Harassment
- To lay down the guidelines for reporting acts of, and
- To provide the procedure for the resolution and redressal of complaints of Sexual Harassment.
- To ensure implementation and compliance with the provisions of the Sexual Harassment of Women at the Workplace (Prevention, Prohibition & Redressal) Act & Rules, 2013 and ensure coverage across all locations of the Company.

A detailed procedure for making a complaint and initiating an enquiry to the redressal process and finally the process of preparation of a report within a stipulated timeline is laid out in the Policy document. The Policy also covers Disciplinary Action for Sexual Harassment.

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

No complaints were received pertaining to human rights violation during the reporting period.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT, PROTECT AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT.

1. Does the policy related to Principle 6 cover only the Company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?

Skipper is committed to strive towards achieving a culture of Zero reportable accident based on EHS Management system. The EHS Policy specifies that the EHS requirements are to be extended to the Suppliers and Contractors. Skipper expects them to act in accordance with

the applicable statutory and international standards regarding environmental protection in order to minimize adverse environmental impacts and make continual improvements in environmental protection. The Company's Environmental policy is applicable to all its business place and the suppliers and contractors are communicated about these EHS requirements right from the bid-phase and the business divisions continuously engage with them via workshops, trainings etc.

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

Yes, Skipper has environmental initiatives in the areas of reduction in greenhouse gases and Energy Efficiency programmes. The initiatives are implemented along our entire value chain – in the supply chain, in our own operations, and through the goods and services we provide to our customers. Herewith we mainly contribute to “Responsible Consumption and Production”. There are several main ways to reach this goal, such as: Use energy as efficiently as possible.

In managing the environmental impact of our business activities, we go beyond mere compliance with the applicable statutory requirements. We reconcile economic, environmental, and social requirements and honor our responsibility to society. Our forward-looking commitment strengthens our customers' competitiveness and lays the foundation for our future success.

Our environmental programs are embedded in our organizational sustainability framework and focus on the reduction of greenhouse gas emissions and increasing resource efficiency along the entire value chain.

Our goal is to reduce the CO2 emissions from our business operations. Measures at our business operations such as the conversion to green electricity, and building optimization - as well as in the supply chain and the expanded value chain will play a key role in target achievement.

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

Environmental Risks are integrated in the Company's Enterprise Risk Management processes and the detail process is covered in EHS Manuals that are based on ISO 14001 Environment Management System Standard. All our manufacturing units are certified as per ISO 14001 & ISO 45001 Standard.

As a part of the environment management system, the environmental risks are addressed in the following elements:

- Identification and evaluation of Environmental aspects and its impacts.
- Identification of risk of Legal non-compliance (Dedicated compliance tracker we maintain where we monitor all environment related legal compliances & update it accordingly.)
- Identification of risks due to Environmental emergencies. Once risks are identified, steps are taken to measure and mitigate these risks through the Management System approach.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide the details thereof, in about 50 words or so. Also if yes, whether any environmental compliance report is filed?

No, Skipper currently does not have any project related to Clean Development Mechanism.

5. Has the Company undertaken any initiatives on- clean technology, energy efficiency, renewable energy, etc. Y/N. If yes please give hyperlink for webpage etc.

Skipper is committed towards clean technology and energy efficiency is not limited to the design of new products but extends to the manufacturing plants as well. Besides the initiatives that continued from last year we have undertaken few initiatives during this fiscal year, following are excerpts out of those initiatives:

Sl. No	Initiative undertaken	Details of the initiative	Outcome of the initiative
1.	GHGs reduction through generation of renewable solar energy.	Clean energy generation through Rooftop Solar plant installation has been done.	Approx. 71136 KWH capacity solar plants have already been installed.1.36 MWp capacity another project is under process which will be completed by FY 22-23.
2.	Emission control from metal galvanizing process	To mitigate fugitive emission, state of art close room galvanizing facilities with advanced energy efficient APCD system has been installed with major GI processes.	Fugitive emission control found satisfactory.
3.	Waste heat recovery & energy conservation through installation of recuperator at Rolling mill process.	Flue gas emission & heat losses are the major identified aspects for the process. We have installed double stage cyclone separators with heat recovery system which has increased fuel efficiency as well as reduced heat losses of the process.	Approx. 400 Degree Centigrade waste heat being recovered & reused in reheating furnace which saves significant quantities of pulverized coal consumption.

4.	Upgradation of ETP plant & reduction of Hazardous waste(ETP sludge)	Upgradation of ETP has been done through additional inclusion of Lamella Clarifier, MBBR & tertiary treatment process in ETP. Through scientific management of discarded effluents, chemical validation of neutralizing agents & by maintaining maximum dryness of ETP sludge we have significantly reduced sludge generation from ETP operations.	Annually approx. 3000 MT of hazardous waste (ETP sludge) generation has been reduced from ETP operation.
6.	Sewage water treatment & reuse in Process.	100 KLD capacity STP plant has been installed for recycling of domestic effluents which are generating from residential quarter & canteen facilities. Treated effluents are reused in process.	Approx. 100 KLD treated effluents being recycled & reused in manufacturing operations.
7.	Energy conservation initiative.	Replacement of conventional lighting with LED & Installation of variable frequency drives (VFDs).	Approx. 855149 KWH energy savings have been achieved through mentioned EP initiatives.
8.	Replacement of FO with LDO & LPG	We have completely stopped consumption of Furnace Oil (FO) as a fuel & it has been replaced with more environment friendly LPG & LDO fuel.	Complete replacement of FO with more environment friendly LPG & LDO fuel.

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

The Company follows the applicable environmental laws and regulation. The Company's emissions, effluents and waste are within Central and State Pollution Control Boards permissible limits.

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.

There were no show cause/ legal notices in the year from the pollution control authorities pending at the end of the financial year.

PRINCIPLE 7: BUSINESSES, WHEN ENGAGED IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A RESPONSIBLE MANNER.

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:

- (a) Bharat Chamber of Commerce
- (b) Indian Chamber of Commerce
- (c) Confederation of Indian Industry
- (d) Indo American Chamber of Commerce
- (e) Engineering Export Promotion Council of India
- (f) Merchant Chamber of Commerce and Industry
- (g) Federation of Indian Export Organizations
- (h) Federation of Indian Chambers of Commerce and Industry
- (i) Indian Electrical and Electronics Manufacturers Association
- (j) Steel Re-Rolling Mills Association of India

2. **Have you advocated/lobbied through above associations for the advancement or 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 from time to time takes up issues through these associations on matters of public/industry interest.

PRINCIPLE 8: BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

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

The Company has spent INR 6.00 million in 2021-22 towards CSR activities as per Companies Act 2013. The CSR interventions of the Company are based on the CSR Policy and in line with the Companies Act 2013 and CSR Rules 2014. The CSR Committee of the Board oversees the implementation of CSR programmes at the corporate level. They are ably supported by Sustainability and CSR coordinators from all businesses.

The Company is committed to fulfill its responsibility towards people, society and the environment for inclusive growth of the society. We strive to provide access to essential services in health and education for the underprivileged and provide for equality of opportunity by empowering people through capability-building and skill development. We believe that with access to these opportunities, communities will be able to strike a balance between globalization and self-sufficiency, aiding economic development for all.

Our initiatives have several social-economic project running focus on health, education, rural development and environment protection, that are taken as per the CSR policy of the Company which includes:

- Arogyam (Under this project contributions are made towards running of medical facilities, etc.)
- Integrated Village Development Programme (IVD) (The Company is running an Integrated Village Development Program (IVD) at Dumma, Deoghar, Jharkhand and it is one of the flagship projects of the Company. The Company has selected 100 villages in and around Dumma and aims to make them self-sustainable within a span of next 3-5 years. The program is jointly being run by Friends of Tribal Society (FTS), Arogya Foundation of India and Sheo Bai Bansal Charitable Trust. The major works undertaken under the project are One Teacher School, Ekal on wheel, health check-

up awareness, Homeopathic clinic, Computer training centre, Tailoring training centre, Beautician training centre, Organic farming etc.

The details of specific CSR projects are given in **Annexure-B** to the Director's Report.

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

The aforesaid CSR programs and projects are undertaken by the Company both directly and as well as in collaboration with implementing agencies.

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

To measure the impact of the work done, CSR committee internally performs a periodic assessment of its initiatives every year to understand the efficacy of the programs and to monitor gain to the community for improving the design and delivery of future initiatives. However, no structural impact assessment is put in place at present.

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

During the year, the Company has spent INR 6.00 million towards various CSR initiatives and projects. The details of the same are given in **Annexure-B** to the Director's Report.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Yes, Skipper believes in long-term sustainable growth to improve quality of lives of the people with focus on communities that are disadvantaged, vulnerable and marginalized. Our Integrated Village Development Programme (IVD) are driven by the needs of a community with the objective of sustainable community development with a focused effort to help rural villages become more prosperous and self-reliant through education, health services and skill training in association with the community and the local administration.

The project is identified and developed as a facilitator within the CSR policy framework and presented to the CSR committee for its review, guidance and approval and then the initiatives conducted under CSR are tracked to determine the outcomes achieved and the benefits to the community. The Company also takes project activity report along with fund utilization report from the implementing agencies to ensure proper and meaningful adoption of these initiatives among the target community.

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER.

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

No complaints are pending as at the end of Financial Year 2021-22.

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)

Yes, the Company adheres to all legal statutes with respect to product labeling and display of product information. The Company also displays all the requisite information and safety guidance which are specific to its product.

- 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, in about 50 words or so.**

In last five years, no such cases were filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior.

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

Skipper is committed to building trust through responsible practices and transparent communication both directly to consumers and indirectly through other key stakeholders. Company provides clear information on their use and any risk associated with their use. Time to time meeting(s) with customers are organized to understand their expectation and essentially to gauge our competitiveness in the business. Skipper leverages its presence across the country to remain consistently in touch with the customers through its business unit and mitigate their issues promptly. Feedbacks received from customers are implemented to further enhance quality of service.

For and on behalf of the Board of Directors

Place: Kolkata
Date: 11th May, 2022

Sajan Kumar Bansal
Managing Director
(DIN: 00063555)

Devesh Bansal
Director
(DIN: 00162513)