

# Business Responsibility Report

## Section A: General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L99999PB1990PLC010307
2.	Name of the Company	Trident Limited
3.	Registered Office Address	Trident Group, Sanghera - 148 101
4.	Website	www.tridentindia.com
5.	E-mail id	investor@tridentindia.com
6.	Financial Year reported	2019-20

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

Industrial Group	Description
131	Spinning, weaving and finishing of textiles
1701/170	Manufacture of paper and paper products/ Manufacture of pulp, paper and paperboard
2011	Manufacture of basic chemicals
3510	Electric power generation, transmission and distribution*

\* The Power produced is for captive use.

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

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

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

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

US Office:

Trident Global Inc.  
295, Fifth Avenue, Suite 612 New York, NY 10016

UK office:

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

#### (b) Number of National Locations - 6

### 10. 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 (₹): 5,096.0 Million
- Total Turnover (₹): 47,239.5 Million
- Total profit after taxes(₹): 3,418 Million
- Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)  
CSR Spending accounts to 2.65% of Profit after Tax and 2.01% 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 Annual Report for FY 2019-20.

## Section C: Other Details

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

**Section D: BR Information**

1. Details of Director/Directors responsible for BR  
(a) BR Initiatives of the Company are undertaken under the supervision of Corporate Social Responsibility Committee of the Company, which comprises of following directors:

Name: Mr Rajiv Dewan (Chairman)  
DIN: 00007988  
Designation: Non-Executive Independent Director

Name: Mr Rajinder Gupta  
DIN: 00009037  
Designation: Non-Executive Non-Independent Director

Name: Mr Deepak Nanda  
DIN: 00403335  
Designation: Executive Non-Independent Director

- (b) Details of the BR head

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

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

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

- P1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.  
P2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.  
P3 - Businesses should promote the well being of all employees.  
P4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.  
P5 - Businesses should respect and promote human rights.  
P6 - Business should respect, protect, and make efforts to restore the environment.  
P7 - Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.  
P8 - Businesses should support inclusive growth and equitable development.  
P9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner.

- (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.

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	Remarks
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 <a href="http://www.tridentindia.com/corporategovernance">http://www.tridentindia.com/corporategovernance</a>									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The Policies have been placed at the website of the Company. Further the members of the Company also discuss the policies of the Company at the time of dealing with Stakeholders. As regards internal stakeholders, the same are clearly communicated to them.									
8	Does the company have in-house Structure to implement the policy/ policies.	Yes									The CSR Committee of the Board of Directors is responsible for implementation of BR policies.
9	Does the Company have a Grievance Redressal Mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes									Any grievance / feedback related to the policies can be sent to the Company at <a href="mailto:whistleblower@tridentindia.com">whistleblower@tridentindia.com</a> or <a href="mailto:investor@tridentindia.com">investor@tridentindia.com</a> by the stakeholders.
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>.

**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.

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

**Section E: Principle-Wise Performance**

**Principle 1**

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No.

Disclosures regarding any unethical behavior or improper practices being followed under the Policy.

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

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

As detailed in the Corporate Governance Report, 14 investors' complaints were received during the financial year 2019-20. No Complaint was outstanding as on March 31, 2020 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.**

1. Feather Touch Towel, Smart Twist Towel, Organic Cotton Towel, BCI Cotton Towels and Sheets
2. Recycled Polyester
3. Polybags and Plastic kimbles made from recycled material.
4. Good to Nature (Geo Towel)
5. 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 Company is producing bath towels where usage of chemicals like PVA is avoided to deliver a superior experience to the consumers in terms of softness and hand feel of the towel. Not only does this towel avoid the usage of chemicals but also uses much lesser water saving the environment. In these towels, Company has used thick and thin yarns, to give ballooning effect to the thicker yarn making it soft and low lint shedding towel. This technology allows avoidance of the use of strong chemicals like PVA and enables us to deliver a soft and low lint towel to the consumer.

We are one of the largest users of BCI cotton for home textiles products in the country. BCI cotton also has a significant impact on the environment in terms of less usage of water as well as less usage of pesticides and insecticides in the production of cotton. It has a large socio environmental impact. We have started using recycled polyester in our towelling and sheeting products. This polyester is made from PET bottles which were otherwise being discarded in landfills. It has 54% lesser CO2 emissions generated during the production as compared to virgin polyester fibre. The energy used for manufacture of recycled polyester is 70% lower than the virgin of polyester fibre.

We are also using polybags and plastic kimbles made from recycled material. We have eliminated the usage of plastic kimbles in many cases and replaced them with 100% cotton yarn. We have developed and sold a Good to Nature (Geo Towel) to one of our customers where:

- Product is not treated with chemicals used in pre-treatment, dyeing and post treatment.
- Less water consumption as less number of wet processing cycles.
- Cotton is treated with Enzymes only for inducing absorbency and other properties

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. We continued to take several initiatives to reduce water consumption. As a result, water consumption per ton of paper production has been reduced from 30 m<sup>3</sup>/t in FY 2018-19 to 26 m<sup>3</sup>/t in FY 2019-20. By substituting different forms of pulp (agro base, plywood industry waste etc), our pulp usage per ton of paper production (in product mix) has been reduced from 0.785 in FY 2018-19 to 0.768 in FY 2019-20

**(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**  
Not Applicable

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

Yes, the business model of the Company has its roots in an agro-based economy which leads to prosperity of farmers. The Company procures its raw material requirement from within a radius of 150 kms of the plant area.

We discourage the use of child labour or forced labour at the premises of business associates in the area of ethical sourcing. We would not be able 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?**

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.

**(i) 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 percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof.**

The Company is having mechanism to recycle its products. The Company is very cautious about the waste management, therefore wastes are treated in such a way which is best for the environment.

Trident maintains a zero liquid discharge facility for towel processing, saving fresh water of 6 million litres per day directly. The facility has a biological plant for biodegradation of wastewater. RO and MEE system to recover 98% 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), micro cotton dust (waste from spinning mills), pet coke and imported coke. We are using the sodium sulphate salt which are generated as by-product on operation of ZLD system in water softening.

**Principle 3**

**1. Please indicate the Total number of employees. - 13,535 permanent employees**

2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis. - 2,496 contractual employees**
3. **Please indicate the Number of permanent women employees. - 2,136 women employees**
4. **Please indicate the Number of permanent employees with disabilities- 47 permanent employees with disabilities**
5. **Do you have an employee association that is recognized by management.- No**
6. **What percentage of your permanent employees is members of this recognized employee association?- Nil**
7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

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

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

- (a) Permanent Employees - 9559
- (b) Permanent Women Employees - 2431
- (c) Casual/Temporary/Contractual Employees - 1661
- (d) Employees with Disabilities - 9

**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:-

**Employment for the disabled/poor** - The recruitment policy of Trident is free from any biases and financial status or annual income of the candidate or their family is not even asked. Since most of the workforce is hired from local area and Trident's Budhni complex itself is in very rural region of MP and is surrounded mostly by tribal villages hence we mostly hire people from not so strong backgrounds. Also, Imparting basic life skills to specially abled children who are at the pity of the general people has also been one of the areas covered by Trident.

We have engaged the special Children and their teachers in Hastakala Activities as well wherein we provide them raw material and trainings to help them in developing new products out of Fabric and Yarn waste. Our initiative is not only restricted to development of products but we also provide them a market in form of Hastakala sales happening at Trident Complex, Bhopal Hatts etc and help them in generating dignified income.

**Education**- We, at Trident are leaving no stone unturned to contribute in the furtherance and promotion of this initiative. We have currently Renovated and Built new rooms in Four schools and two Anganwadi Centers in Distt Sehore. We completely revamped the existing facility and provided them with latest infrastructure like Desks and Bench sets, provisioning of drinking water and toilets, Building of Boundary walls, flooring. Water proofing of roofs etc. All the four schools and Anganwadi Centers are fully solar powered equipped.

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

**SRIJANA**- The main object of SRIJANA campaign was to enlighten women about the importance of their health. Spreading awareness among the adolescents and females about the process of menstruation and other related aspects. Approximately 10,500 women were introduced with better and hygienic ways to deal with Menstruation in Distt Sehore and Hoshangabad, MP. Apart from that, Trident has installed Sanitary Napkins Vending machines in all its plant location i.e Sanghera, Dhaula and Budhni where all menstruating women can obtain the napkin for FREE and the expense is borne by the company.

**Water supply**- Scarcity of Water has been fierce challenge in many parts of India since decades. Trident has arranged to install 8 Hand Pumps in 11 Villages of the state of Madhya Pradesh namely Khandawarh, Yarn nagar, Karanjikhera, Doob, Raja Ram Mohalla, Dev Gaon,

Pandador, Uncha Khera, Holipura, Patalko. These Hand Pumps are serving approximately 18500 people providing them safe and pure drinking water at all times. Trident has arranged for 2 Water tank with a capacity of 1000 Litres along with the accessories like water taps and fitting in each of the above villages for storage of clean drinking water.

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

**Farmer Awareness Programmes**- As we are an agro based organization both for Home textiles as well as paper, our biggest suppliers are Farmers of the nation. We have touched more than 5000 farmers in Distt Sehore and Hoshangabad and are providing them guidance to generate in house organic insecticides and fungicides. Also we provide them free decomposed bacteria for multiplication and are providing them schedules of spraying for better crop yields.

**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 2019-20 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. RO and MEE system to recover 98% of water. The Company endeavours to impact the environment positively with cleaner production methods, use of energy efficient and environment friendly technologies.

We have undertaken coal phase out initiatives in 2019-20 by using the process waste such as cotton and agro waste aiming on reduction of GHG. We also ensured the maximum recycle and reuse wastes such as battery waste, plastic waste, wooden waste, e-waste, chemical containers, used oil etc., which are generated from day to day activities.

**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.

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

All the manufacturing facilities of the Company are ultra modern and fully automated which makes efficient use of energy and technology. The Company uses the steam produced as a by-product, in the production of energy / power, which makes it highly energy efficient. The power plant is equipped with the latest multi-fuel

AFBC boilers with complete automated DCS operation and intelligent load management system. The plant can consume agro-wastes (rice husk), ETP sludge. Spinning process waste methane (from ETP and food waste biogas plant), pet coke and imported coke. The 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 2019-20.

**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, 2020:

- 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 [AEPIC]
- x. Electronics and Computer Software Export Promotion Council
- xi. 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 2019-20.

**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 2019-20, the Company spent ₹ 95.3 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 2019-20.

**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: distribution of notebooks and providing desks for students in schools, Initiatives to enhance earning ability of Women, etc.

#### Principle 9

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

The Mission of the Company is to continue growth by leading national and international standards and embracing ethical means in harmony with the environment, ensuring customer delight, stakeholder trust and social responsibility.

As on March 31, 2020, 37% consumer complaints were pending for Paper segment, 11% complaints were pending for yarn segment and only 3% complaints were pending for Textile Segment.

**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.

During the period under review, a survey by Wakefield Research has been made, based on "Consumer Priorities and needs : Key drivers for bedsheet purchasing". Apart from that, during the financial year, the company has been conferred with 'Best Supplier Award for Office Supplies' by Walmart India. This accolade adds heaps of motivation and drive in Company's efforts to continue its quality excellence, commitment, ethical business practices and Customer Satisfaction. The company has also been conferred with TEXPROCIL Export Awards 2018-2019, in the category of Highest Global Exports.