TRENT
LIMITED
A **TATA** Enterprise

SUSTAINABILITY REPORT
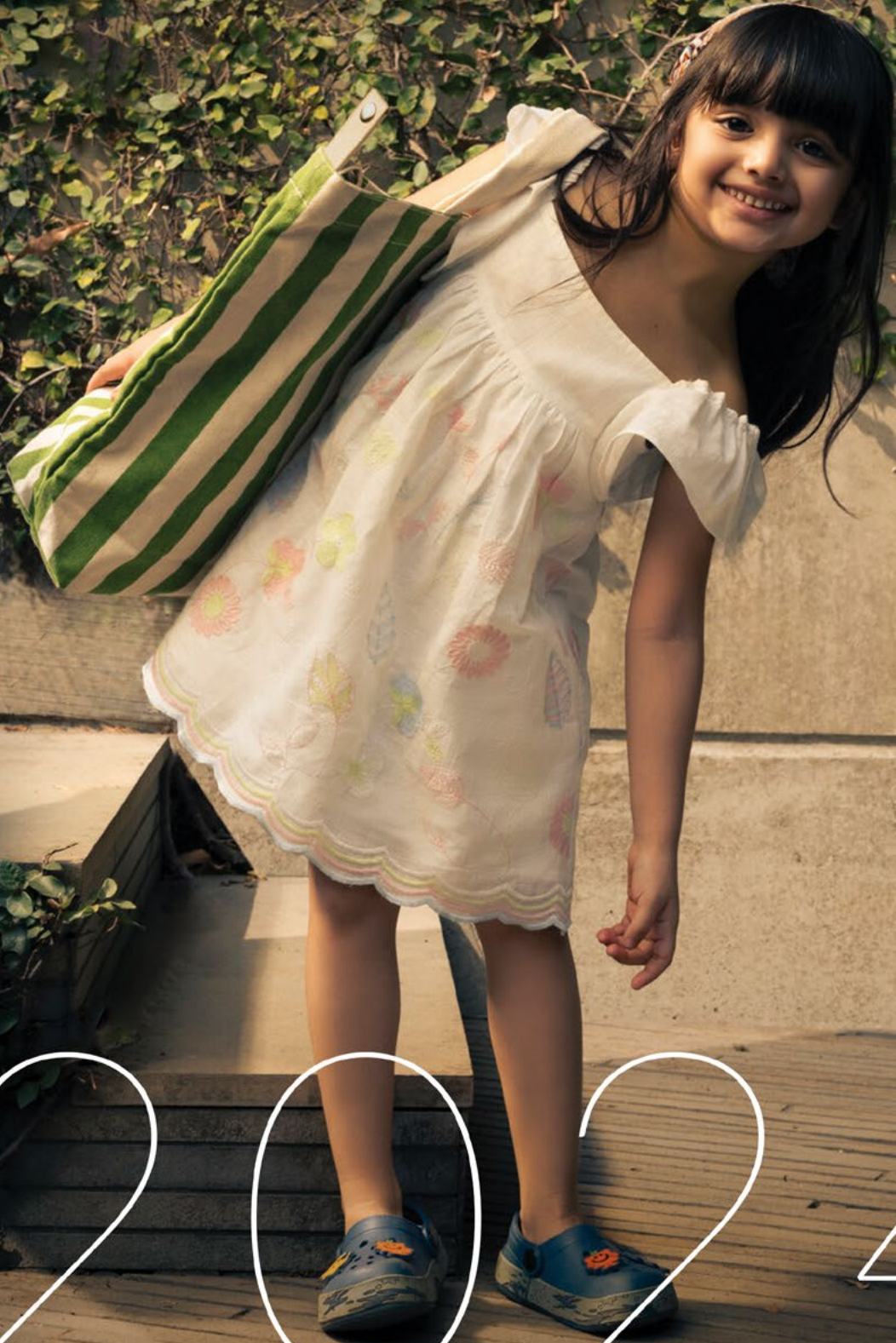
2024

Contents

TRENT LIMITED
A TATA Enterprise

Executive Leadership Messages | About the Report | Our approach to Sustainability | Strategy Enablers | Be Resource Efficient | Be responsible by design | Be People conscious | GRI Content Index

Message from the Chairman

Our own-branded lifestyle offerings now touch many more lives across the country. Multiple of our concepts, categories, and channels are witnessing growing traction. In many ways, this has reinforced our conviction in the desirability of our offerings, the relevance of our disciplines and the attractiveness of our platform.

Trent's growth plans are rooted in commitments to protecting the natural environment and our communities. Our vision statement "Touch lives across choice markets with a portfolio of fashion and lifestyle brands that are fresh, responsible

and bring joy to all" encapsulates our dedication to meeting evolving needs of our customers while fostering responsible growth.

I see tremendous commitment in our leadership towards sustainable growth. We prioritize responsible practices in all areas of our operations, including sourcing, energy consumption, carbon emission, and waste management.

Best wishes,
Noel N. Tata
Chairman

Message from the CEO and Executive Director

Dear Stakeholders,

I am delighted to present Trent's inaugural Sustainability Report for 2022-23 and 2023-24, a significant milestone in our sustainability journey.

Throughout this period, our brands delivered positive results and exhibited increased resilience. Our strong business disciplines held us in good stead as we continued to sharpen our differentiated offerings and deliver a more compelling and proximate customer proposition. While we place a strong emphasis on expanding our brand presence to meet evolving customer needs, we are responsible as both an employer and market player.

Building upon insights gained from stakeholder engagements and materiality assessments, we have formulated a Sustainability strategy to guide our operations in the coming years. Our Sustainability strategy is underpinned by three strategic pillars namely, Be Resource Efficient, Be Responsible by Design, and Be People Conscious. Each of these pillars addresses key material issues identified by the business and its stakeholders. Details of the initiatives are in the following pages of the report.

Best wishes,
Venkatesalu Palaniswamy
Chief Executive Officer

Executive Leadership
Messages

About the Report

Our approach to
Sustainability

Strategy Enablers

Be Resource Efficient

Be responsible by design

Be People conscious

GRI Content Index

About the Report

Welcome to inaugural Sustainability Report of Trent, prepared in accordance with GRI Standards. The report aims to demonstrate our dedication and initiatives in aligning with the values of an increasingly responsible employer and market player. Through this report, we emphasis our commitment to nurturing a diverse portfolio of growth initiatives.

TRENT LIMITED A TATA Enterprise

Executive Leadership Messages   About the Report   Our approach to Sustainability   Strategy Enablers   Be Resource Efficient   Be responsible by design   Be People conscious   GRI Content Index

Our Approach

The report aims to transparently communicate our value creation story to all our stakeholders. The contents of this report focus on topics that are deemed material to building sustainable value for our stakeholders and the business.

Frameworks, Guidelines, and Standards

The narrative of our progress is aligned with the Global Reporting Initiative (GRI) Standards, encompassing global best practices in communicating organizations' environmental, social, and economic impacts. The GRI Content Index at the end of the report contains a mapping of the content with GRI requirements. The report further aligns with United Nations Sustainable Development Goals (UN SDGs).

Scope and Boundary of the Report

The information in this report highlights the sustainability progress of our operations in India, covering our Offices, Distribution Centers (DCs), and Stores, across two financial years, from 1st April 2022 to 31st March 2024.

Executive Leadership
Messages

About the Report

Our approach to
Sustainability

Strategy Enablers

Be Resource Efficient

Be responsible by design

Be People conscious

GRI Content Index

About Trent Limited

Who we are

Trent Limited is a dynamic and innovative player in the Indian Retail Industry. Started in 1998, Trent owns and operates fashion and lifestyle retail formats across the nation, bringing quality, affordability, and an enhanced customer experience to its diverse consumer base. Initially centred on apparel retail, Trent has progressively diversified its portfolio over the years, with offerings extending to accessories, beauty, and personal care. Today, Trent's business comprises two key verticals, Fashion and Lifestyle, within five key concepts, namely, Westside, Zudio, Samoh, Utsa, and Misbu; and Food and Grocery.

vision

Touch lives across **choice markets** with a **portfolio of fashion & lifestyle brands**

mission

Build brands that are **fresh, responsible** and **bring joy to all**

values

Pioneering | Integrity | Unity | Responsibility | Excellence

Awards and Accolades

JRDQV – TBEM

Trent has received prestigious JRDQV award, recognizing our leadership in the industry for FY 2023. The award, aligned with the Tata Business Excellence Model (TBEM), underscores our commitment to excellence. Implemented by the Tata Group since 1995, TBEM is akin to the Malcolm Baldrige Model of the USA and is utilized to evaluate Tata Group companies. The assessment involves a thorough evaluation by a team of TBEM assessors from various Tata Group companies.

TAAP Award

The Tata Affirmative Action Program (TAAP) recognizes Tata group companies who have included SC, ST, marginalized women and persons with disabilities, in their growth and impact journeys.

Trent Ltd, in FY24, has been conferred with the award for "Best Practices - Skills@School Program" which gainfully impacts government school children from such backgrounds, giving them vocational training in new-age skills, along with financial literacy. The programme has helped them enhance their future livelihood prospects. The award recognizes the partnership Trent shares with Salaam Bombay Foundation in achieving impactful outcomes.

CDP

Trent has achieved the score of "B-" in the CDP (Carbon Disclosure Program) – Climate Change 2023. We are among the 44% of Asian companies reaching 'management level' which represents "Taking coordinated action on climate issues" in the retail group. This underscores Trent's shift from acknowledging climate impacts to taking coordinated action to address them. This significant milestone shows our unwavering commitment to sustainability and transparency in addressing climate change across our entire value chain. We are actively managing and disclosing our carbon emissions and climate-related risks.

Memberships and Associations

As a forefront player in the lifestyle retail sector, Trent acknowledges its responsibility in influencing policies and regulations to foster sustainable growth within the industry in India. We are members of several industry organizations and participate actively in key events, contributing to charting the industry's growth path.

We engage and collaborate with following associations:

- Retailers Association of India (RAI) – partner

- India Fashion Forum

- Federation of Indian Chamber of Commerce & Industry (FICCI)

- Bombay Chamber of Commerce

- Maharashtra Economic Development Council

- Confederation of Indian Industry (CII) – member and participant

- Better Cotton Initiative (BCI) – member

- Project SU.RE, an initiative led by CMAI-participant

Our approach to Sustainability

The Tata Group's culture inherently embraces sustainability as a foundational value that is embedded in the strategic plans and operations of each of its companies. As a part of the Group, Trent is equally committed towards this front and strives to create enduring impacts on the environmental, social, and govrenance ecosystems that sustain our business and maximize value creation for all its stakeholders.

Our Sustainability strategy guided by continuous dialogue with our stakeholders, materiality assessments, and risk analysis. Through ongoing engagement with a diverse range of stakeholders, we gain invaluable insights into their expectations and concerns, which inform the identification of material issues critical to our business and stakeholders alike.

Risk Analysis and Mitigation

- Stakeholder Engagement
- Materiality Analysis
- Climate Risk Assessment
- Sustainability Strategy
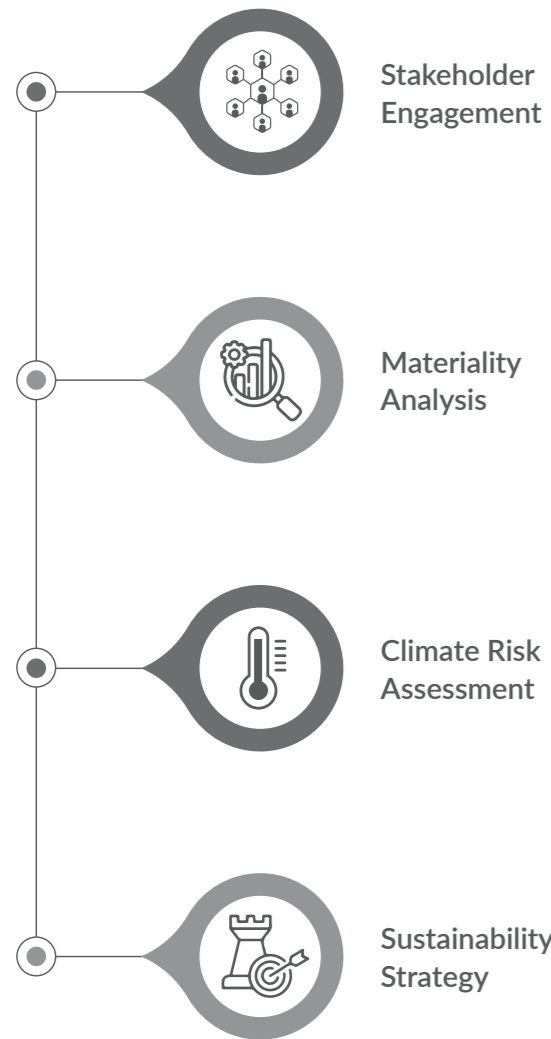
Building upon this foundation, our Sustainability strategy is shaped by a deep understanding of these key topics , how they interact with climate risks and the development of strategic pillars and mechanisms to effectively address them. By anchoring our approach in stakeholder engagement, materiality and climate risk assessments we ensure that our Sustainability efforts are aligned with the evolving needs of our stakeholders and the broader landscape.

Stakeholder Engagement:

We recognize the critical importance of stakeholder engagement in shaping our sustainability strategy and advancing our Sustainability agenda. we believe that having a pulse of our stakeholders' opinions is pivotal to creating shared value. Their perspectives contribute significantly to shaping our business strategy and advancing Trent's sustainability priorities.

Through ongoing dialogue with a diverse range of stakeholders, including our leadership team, employees, investors, business partners, and community members, we gain valuable insights into shared concerns and priorities. This collaborative process not only fosters transparency and accountability but also strengthens mutual trust and confidence.

Trent's commitment to stakeholders

- Fair treatment
- Upholding human rights
- Sustainable production
- Fair price
- Upholding human rights
- High quality at affordable price points
- Positive brand experience
- Protect customers' privacy
- Sustainable socio-economic development
- Improved quality of life
- Sustainable value creation

Materiality Assessment

Stakeholder engagement serves as the foundation of our approach to identifying and prioritizing material issues at Trent. We gain valuable insights into the topics that are most significant to the stakeholder and to our business. These interactions enable us to effectively address evolving needs and aspirations, laying the groundwork for Trent's strategy for sustainable growth.

In FY 2022-23, we initiated our journey by conducting an initial Materiality Assessment, which pinpointed six key sustainability topics for focused attention. The key material issues are the basis to develop our sustainability strategy in FY 2023-24. The sustainability strategy was aligned with Trent's business objectives and stakeholder expectations.

Our process for identifying material issues is aligned with the GRI framework. We begin by compiling a list of topics deemed significant by both our business and stakeholders. Through in-depth discussions and consultations with Trent's internal and external stakeholders—ranging from our leadership team and employees to investors, suppliers, and community members—we prioritize these topics, ensuring alignment with our strategic objectives and the evolving needs of our stakeholders.

Identification

- Trent Annual Report and Business Responsibility Report
- Industry report
- Benchmarking against material issues identified by peers

A broad list of issues across Governance, Social and Environmental

Prioritisation

- External ESG standards that represent multi stakeholder requirements
- 47 internal and 220 external stakeholder discussions

Comprehensive representation of stakeholder in Materiality Matrix

ESG standards:

- Reporting Standards: GRI, SASB

- Indian regulatory requirements: National Guidelines on Responsible Business Conduct (NGRBC)

United Nations Alignment:

- Sustainable Development Goals (SDGs)

The assessment resulted in 14 key material issues, reviewed and approved by the Board of Directors. These were mapped on 2 axes, namely, Relative Importance to Stakeholders, and Impact on Business Success, thus developing Trent's Materiality Matrix, as shown below.

Trent's Materiality Matrix:

Materiality Matrix — RELATIVE IMPORTANCE TO STAKEHOLDERS (Low / Medium / High) vs IMPACT ON BUSINESS SUCCESS (Moderate / Significant / Major). Zones: Focus, Track, Review. Plotted issues: Ethics, Human Rights, Supply Chains, Talent and Workforce, Sustainable Products, Responsible Materials, DEI, Health and Safety, Data Privacy, GHG and Energy, IDs, CSR, Packaging and Waste, Responsible Marketing.

The list of issues, and the reasons why they are deemed material for Trent:

Key Material issues	Description
Talent/ Workforce Management	Attracting, developing, and retaining workforce in a competitive market with high attrition rates.
	Focusing on learning and development, employee engagement etc.
Transparent and Ethical Business Conduct (Ethics)	Compliant, ethical, and transparent business conduct: regulatory compliance, anti-bribery and corruption, anti-competitive behaviour, Code of Conduct, conflict of interest management, etc.
Supply Chain Sustainability and Transpancy	Working with ethical, socially, and environmentally responsible suppliers to address industry challenges like labour-related issues, use of chemicals, environmental footprint of core materials like row materials, emissions, waste, and water management, etc.
Human Rights	Upholding human rights and interests of employees in own operations, as well as across the supply chain including fair wages, non-discrimination, prevention of harassment, safe work environment, decent working hours, right to collective bargaining, freedom of expression, etc.
	Ensuring availability of grievance redressal mechanism for all rightsholders.
Sustainable Products and Services	Focusing on products' environmental and social impact throughout all stages of the product life cycle including end of life, environmental footprint of materials, chemicals and toxic materials, customer health and safety.
Responsible Marketing and Consumer Awareness	Ensuring transparency, accuracy, and comprehensibility of marketing statements, advertising and labelling of products/services. This may include adhering to advertising standards, ethical and responsible marketing practices, avoiding misleading or deceptive labelling, eliminating predatory or aggressive selling practices etc.
	Focusing on responsible marketing and influencing customer behaviour: product labelling, sustainability education and promotion, etc.

Key Material issues	Description
Responsible Materials	Responsibly sourced fibres and materials that are environmentally benign, recyclable/ compostable, have no adverse impact on human health and are certified and traceable.
Packaging and Waste Management	Ensuring the reduction of different waste streams, reuse, and recycling of waste in various processes.
Climate Crisis and Energy Management	Measurable improvement in energy and emission intensity parameters, considering Scope 1, 2 and 3 GHG emissions.
Employee Health, Wellbeing and Safety	Ensuring the wellbeing, health, and safety of Trent employees at the workplace by implementing health and safety training and best practices.
	Preventing loss of productivity and adverse business impacts arising from health and safety related issues.
Consumer Data Privacy and Security	Preventing breaches of security and privacy in customers' data by deploying appropriate cybersecurity technologies
Diversity, Equity, Inclusion (DEI)	Ensuring that Trent is an equal opportunities employer regardless of differences in socio-economic, demographic, gender-based considerations etc.
Community Development (CSR)	Through our CSR programme, we implement community development initiatives that align with the business, communities, and our long-term vision
Infectious Diseases	Processes and procedures for continuing operations under restrictions imposed to prevent the spread of infectious diseases.

Climate Risk Assessment

Core Elements of Recommended Task Force on Climate-Related Financial Disclosures (TCFD)

Governance

Our Risk Management Committee, led by independent directors, executive director and the CFO, oversees and monitors the specific company risks and opportunities, ensuring Board oversight.

Strategy

Our strategy is informed by the risk and opportunity register to prioritize actions and goals. Trent Risk and Opportunity matrix is derived using a detailed climate scenarios within the company operations and supply chain. Two pivotal categories of risks: Physical Risks and Transition Risks.

Risks and Opportunities

The top four risks for Trent include market risk (related to transition), technology-related risks (linked to transition), emerging regulations (transition-related), and both chronic and acute physical risks.

Metrics and Targets

The key metrics and targets are linked to Sustainability strategy and are elaborated in the 'Sustainability KPIs and Targets' section of the report.

Our Methodology for Risk Identification and Categorization

The timelines considered for climate risk assessment are short-term (0-5 years), medium-term (5-10 years), and long-term (>10 years) impacts on assets and operations. Risks are assessed for likelihood, impact, controllability, and velocity, informing a Risk Index that prioritizes actions. High-risk events demand immediate strategy, while low-risk events are monitored with less urgency.

Physical Risks | Risk Index Calculation

Primary Risk

- Flooding (extreme rainfall event) Riverine Flooding
- HeatWaves
- Cyclones
- Droughts
- Sea level rise
- Water Stress
- Air Quality
- Mean Temperature

		DCs / Offices	Stores	Vendors	Upstream Raw Material
Acute	High Risk				
	Medium Risk				
Chronic	Low Risk				

TRENT
LIMITED
A TATA Enterprise

Executive Leadership Messages   About the Report   Our approach to Sustainability   Strategy Enablers   Be Resource Efficient   Be responsible by design   Be People conscious   GRI Content Index

Our Sustainability Strategy

Building upon insights gained from stakeholder engagements, materiality assessments, climate risk assessment, we have formulated a robust Sustainability strategy to guide operations in the coming years. Our strategy is anchored in our overarching vision: Touch lives across choice markets with a portfolio of fashion and lifestyle brands that are fresh, responsible and bring joy to all. This vision propels us towards a future where sustainabi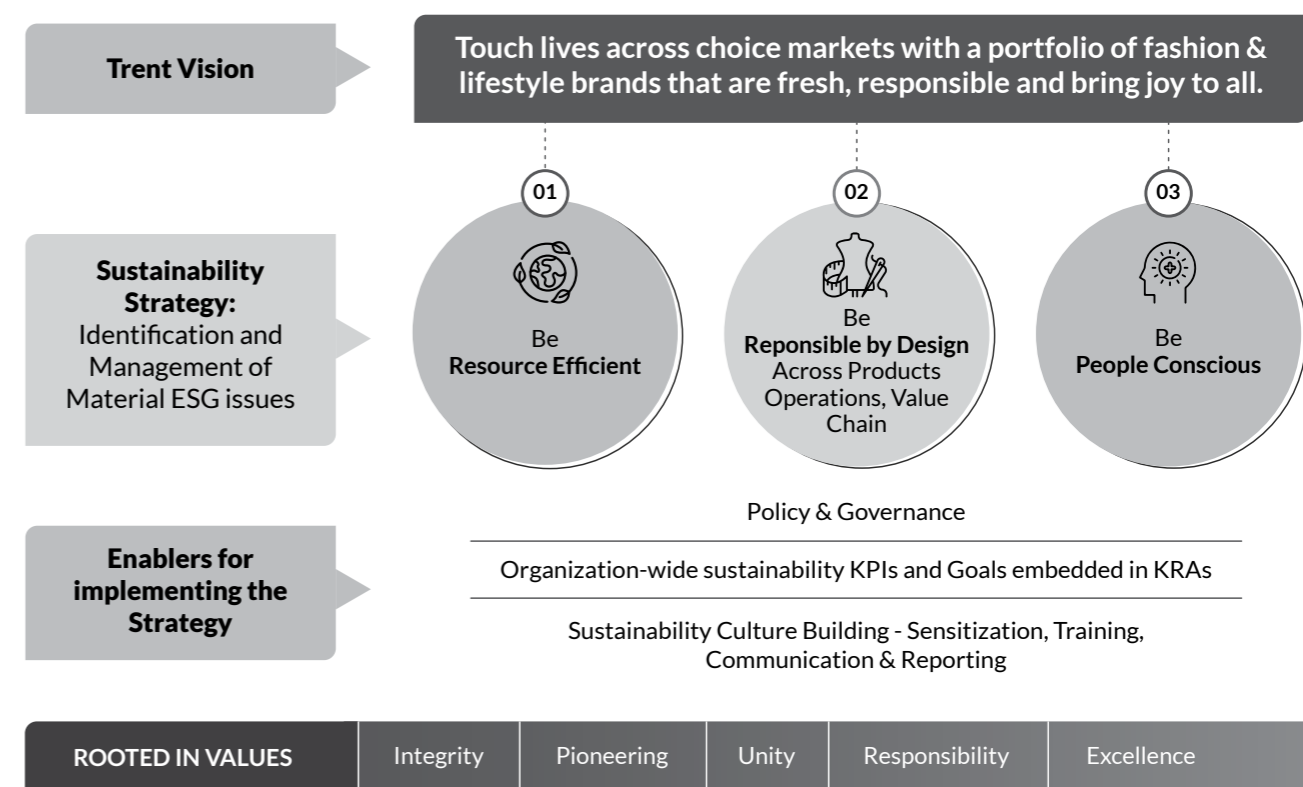lity forms an inherent part of everything we do, shaping our operations and driving positive impact across the value chain.

This strategy is underpinned by three strategic pillars each addressing key material issues identified through stakeholder engagements and materiality assessments. These pillars serve as guiding principles for our operations and business practices, ensuring that our efforts are directed towards creating long-term value for the business and its stakeholders.

Be Resource Efficient	Be Responsible by Design	Be People Conscious
Initiatives aimed at minimizing our environmental footprint and promoting planetary health. • Reducing greenhouse gas emissions • Optimizing energy use • Implementing effective waste management practices.	To create a culture with sustainability as an integral part of every decision and action we undertake.	Commitment to the well-being and empowerment of employees and people across our value chain. • Prioritizing safety, health, and well-being • Fostering diversity, inclusivity, and human rights
We are committed to safeguarding our resources for future generations.	We aim to ingrain responsible action right from the offset of a process, product, or service.	We aim to create a workplace and communities where everyone thrives.

Trent Vision		Touch lives across choice markets with a portfolio of fashion & lifestyle brands that are fresh, responsible and bring joy to all.	
Sustainability Strategy: Identification and Management of Material ESG issues	01 Be Resource Efficient	02 Be Reponsible by Design Across Products Operations, Value Chain	03 Be People Conscious
Enablers for implementing the Strategy	Policy & Governance		
	Organization-wide sustainability KPIs and Goals embedded in KRAs		
	Sustainability Culture Building - Sensitization, Training, Communication & Reporting		

ROOTED IN VALUES	Integrity	Pioneering	Unity	Responsibility	Excellence

Strategy Enablers

In order to effectively implement our Sustainability strategy and foster a sustainability culture across our organization, we have identified key enablers that serve as the foundation for our efforts. These enablers encompass Sustainability Governance through Committees of the Board, Policy framework, Enterprise Risk Management, and establishment of KPIs and targets. By integrating these components into our operations, we aim to instill a culture of sustainability, ensuring that environmental and social considerations are embedded into our decision-making processes and practices at all levels of the organization.

Governance

Oversight of the company's Sustainability performance and strategy is integral to our governance structure, with the Board of Directors playing a pivotal role. Comprising Independent Directors, Non-Independent Non-Executive Directors (including the Chairman), and Executive Director, the Board ensures that sustainability considerations are integrated into

decision-making processes. Various committees enlisted below with review and approval mechanism strengthens the overall governance of the company. Each Board leverages diverse expertise the Board collectively shapes and guides Trent's sustainable growth trajectory.

Mr. N. N. Tata
Chairman, Non-Independent Non – Executive Director
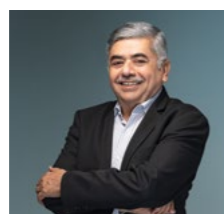
Mr. B. Bhat*
Non-Independent Non – Executive Director

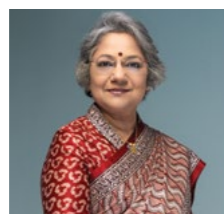**Mr. H.R. Bhat**
Non-Independent Non – Executive Director

Mr. J. Merchant
Independent Non – Executive Director

Ms. S. Given
Independent Non – Executive Director

Mr. R.S. Gill
Independent Non – Executive Director

Ms. H. Ravichandar
Independent Non – Executive Director

Mr. J. Holtzhausen*
Independent Non – Executive Director

Mr. P. Venkatesalu
Non- Independent Executive Director and Chief Executive Officer

* Retired in August 2024

- ● Audit
- ● Property
- ● Risk Management
- ● Nomination and Remuneration
- ● Borrowing and Investment
- ● Stakeholders Relationship
- ● CSR and Sustainability

Committees of the Board

With well-defined roles and responsibilities, each committee oversees specific aspects related to company's functioning and together, they help to steer Trent towards greater heights of responsible business. The committees most relevant to the organization's Sustainability strategy are discussed below.

Audit Committee:

The company's financial reporting, disclosures, and review of financial statements for Board submission are supervised by the Audit Committee. The Committee is also responsible for the appointment of statutory auditors and the fees paid to them. Additionally, the responsibility to assess internal controls, the whistle-blower mechanism, and outcomes of internal audits falls within its scope. The Committee promotes ethical values and keeps the company updated on evolving business practices and regulations.

Corporate Social Responsibility and Sustainability Committee:

Tasked with creating and updating the company's Corporate Social Responsibility (CSR) policy, this Committee identifies suitable programs (and associated expenditures) for implementation and oversees their execution, including financial aspects. Regular updates on Trent's CSR endeavors are provided to the Board. To advance the company's sustainability agenda, the committee is involved in identifying material issues and formulating Trent's sustainability strategy. It ensures the company works to fulfil its sustainability commitments. It also guides the integration of sustainability considerations across the company's functions, aiming to create shared value, minimize risks, and capitalize on emerging opportunities.

Stakeholders Relationship Committee:

This Committee oversees the resolution of investor grievances, ensuring the complainants are met with timely and satisfactory responses. The Committee is also responsible for developing policies to cater to this stakeholder group and perform duties that the Board may delegate to it.

Risk Management Committee:

The responsibility for evaluating all identified business risks, including those related to climate and Sustainability rests with this Committee. Its members actively participate in reviewing risk mitigation plans and regularly update the company's risk assessment and management policies.

Senior Leadership Team

The company's operational activities are overseen by the Senior Leadership Team, led by the Chief Executive Officer (CEO), and complemented by functional heads. This team serves as a driving force in coordinating sustainability initiatives across the organization, ensuring alignment with the company's overarching goals and values. Moreover, they collaborate closely with the Board and its committees, providing regular updates on sustainability progress, developments, and challenges.

Transparent communication and collaboration between the Senior Leadership Team and the Board strengthens and reinforces accountability in achieving our sustainability objectives.

Risk Management

Trent employs an Enterprise Risk Management (ERM) approach, overseen by the Board's Risk Management Committee and aligned with the COSO 2017 framework. This integration of ERM with strategic planning and performance management enhances governance, objective-setting, and operations. It links risk-based decisions to business goals, fostering a strong risk management culture and a clear pathway to value creation and preservation.

Five Steps of the Risk Management Framework

Identify and Analyse

Risks are identified and analysed for each business and support units.

Trent management team is encouraged to express their views and perceptions of various risks impacting their specific business/functional areas to cover a bottoms-up view. The Board and the Risk Management Committee provide a holistic top-down risk perspective.

Assess and Prioritise

Risk impact, likelihood and velocity are assessed keeping strategic objectives and business deliverables in the frame.

Probability and impact of the risk materialising is rated, considering the effectiveness of existing risk mitigation initiatives and controls.

Develop Risk Response

Risk management/mitigation plans are developed in close alignment with the business objectives.

Mitigation action plans are developed by way of risk acceptance, mitigation, sharing, transferring of the risk within risk appetite and risk tolerance levels.

Assess Risk Response

Ongoing and explicit reviews and conversation about risk help promote an inclusive and open risk culture.

Trent's evolving business dynamics will continually alter the profile of risks; therefore, risk reviews allow risk owners and management to assess the effectiveness of identified. mitigation action plans.

Monitor, Communicate and Report

Regular dialogue with the management and leadership team on risk profile and the effectiveness of the risks management programme..

Risk Management Committee, Audit Committee and the Board are periodically updated comprehensively highlighting key risks and any significant changes in the Company's risk profile. Regular communication initiatives and regular risk workshops within the Company ensure dynamic risk awareness, engagement and reporting. These initiatives support inculcation of a risk management culture across the organisation.

Data Privacy and Security

In today's digital age, safeguarding information privacy has become a paramount concern for businesses. At Trent, we recognize the critical importance of ensuring the security and privacy of the data entrusted to us by our customers, employees, and stakeholders.

Customers, during their interactions with us, entrust us with their personal information, and it is imperative that we handle this data with the utmost care and security. Similarly, our employees

and other stakeholders rely on us to maintain the confidentiality and integrity of their information. In alignment with our broader Sustainability strategy, our efforts to enhance information security practices aim to instill trust and confidence among all those who interact with Trent.

Given that cyber-attacks have a significant impact on business, we have established an information security policy and implemented industry leading security measures.

Information Security Management System:

Trent has established a CISO-led information security management system to enhance security and maintain trust. The system ensures quick security measures, compliance with laws, and regular reviews for improvement.

Development of internal information security-related policies:

Our Information Security policy outlines guidelines for handling all information assets and raises awareness among employees and partners about the consequences of security breaches.
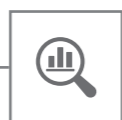
Implementation of appropriate information security measures:

Trent employs a mix of organizational, physical, and technological safeguards to protect information assets from unauthorized access and other threats, with ongoing adjustments to meet changing needs.

Handling Information Security incidents:

We have a clear incident management policy and cyber crisis plan, supported by industry-standard technologies, to mitigate information security risks.

Protection of personal data:

Trent is committed to protecting personal data, guided by published principles and enforced through e-learning, audits, and alignment with India's Personal Data Protection Bill.

Implementation of internal information security audits:

We conduct regular security audits and annual cyber security maturity assessments to ensure our measures meet legal and industry standards.

Enhancement of information security awareness:

We provide ongoing security education to all personnel to preserve the integrity of our information assets and adapt to evolving security challenges.

Policy Framework

In addition to adhering to the principles outlined in the Tata Code of Conduct (TCOC), Trent's operational framework is bolstered by a comprehensive set of policies. These policies, meticulously crafted and regularly updated by the Senior Leadership Team, serve as foundational pillars that underpin our operations and guide decision-making processes.

Aligned with industry best practices and designed to mitigate risks, these policies act as key enablers of Trent's sustainability strategy across the three pillars. Oversight and approval of these policies by the Board of Directors further reinforce their significance in shaping the company's approach to responsible business conduct.

Key Policies:

- Whistleblower Policy
- Dividend Distribution Policy
- Anti Money Laundering Policy
- Anti Bribery and Anti-Corruption Policy
- Employee Volunteering Policy
- Health and Safety Policy
- Environment and Sustainability Policy
- Tata Affirmative Action Policy
- Policy on Corporate Social Responsibility
- Materiality Policy
- Code of Corporate Disclosure Practices

Further details on Trent's policies can be found in Annual Report and on Website Policies/code – Trent Limited.

Sustainability KPI's and Targets

At Trent, we recognize the importance of monitoring our performance against key metrics that align with our sustainability strategy. These KPIs serve as vital benchmarks for evaluating our progress across the three pillars of our sustainability framework. By tracking these KPIs, we ensure that our practices are in line with our overarching sustainability strategy.

Our key Sustainability KPIs and targets across our 3 pillars, are regularly reviewed by the Senior Leadership team and the Committees of the Board.

Sustainability Pillar	Goals/Targets up to FY 2026-27	Progress for FY 2023-24
Responsible by Design	Uniform adoption across 100% merchandise vendors of Trent Vendor Code of Conduct (TVCoC). All merchandise vendors to be assessed on SEDEX SMETA 4 pillar comprising Labour, Health and Safety, Environment, Business Ethics practices.	Trent Vendor Code of Conduct covering Tata Code of Conduct is being implemented across all suppliers. 85% of the product suppliers by value are compliant with Sedex SMETA 4 pillar standards.
Resource Efficiency	Replace use of fossil fuel-based energy to renewable energy by 50% of intensity per sq. ft. and reduce consumption by 10% per sq. ft. Zero usage of non-recyclable packaging materials in the value chain.	Installation of IoT in 112 stores for continuous data monitoring, energy efficient operations and customer experience. Installation of Dx invertor ACs in stores for efficient cooling and energy savings. Uniform implementation of LEDs across all stores, warehouse and office premises. Converting LDPE plastic bags to compostable bags. Use of recycled paper tags on garments converting from plastic tags. Recycling of plastic, paper and metal waste from 200 stores. Piloted use of plastic totes instead of cardboard boxes
People Conscious	Improving Employee Wellbeing Index.	Excelled on employee engagement parameters moving beyond engagement to wellbeing.

Be Resource Efficient

Executive Leadership
Messages

About the Report

Our approach to
Sustainability

Strategy Enablers

Be Resource Efficient

Be responsible by design

Be People conscious

GRI Content Index

Our Approach to being Resource Efficient

Environmental protection is fundamental to the ethos of the Tata Group and is deeply ingrained in our pledge to craft our brands with responsibility. Our dedication to safeguarding the natural ecosystem is steered by the Company's Environmental and Sustainability Policy. The Company acknowledges the substantial impact that businesses can have on the environment and society and is dedicated to minimizing its ecological footprint and conducting operations responsibly, with the goal of creating enduring value for shareholders, the communities it serves, and the overall well-being of the planet.

Our focus towards being resource efficient lies in minimizing energy consumption, augmenting our utilization of renewable energy sources, diminishing our carbon footprint, and effectively managing waste generated through our operations. The demand for energy in our operations primarily arises from the needs for lighting, cooling, and connected load. Alongside energy conservation efforts, we place a strong emphasis on energy efficiency.

Currently, the energy we consume in our operations mainly comprises of grid-purchased electricity from non-renewable sources, as well as some amount of fuel consumption through DG sets at various locations. Aiming to increase the share of renewables in our energy mix, we have invested in solar energy to power two of our distribution centres. We are also reducing energy use across our whole value chain - including our own operations and logistics activities. Further to enhance energy efficiency at our stores, we're deploying Internet of Things (IoT) and energy-saving technologies.

In terms of Waste management, we are dedicated to reducing waste through a centralized management system that enhances waste traceability, ensuring proper segregation and disposal, while also committing to lower resource consumption and responsible disposal practices.

Executive Leadership
Messages | About the Report | Our approach to
Sustainability | Strategy Enablers | Be Resource Efficient | Be responsible by design | Be People conscious | GRI Content Index

Energy and Emissions

Our organization has adopted a pragmatic approach to crafting its sustainability roadmap, demonstrating our commitment to mitigating the adverse effects of climate change. Our emissions are primarily generated from the electricity and fuel used in our stores, distribution centers, and offices.

Energy Consumption

Our focus lies in minimizing energy consumption, augmenting utilization of renewable energy sources, and diminishing our carbon footprint. We drive various initiatives aimed at consistently reducing power consumption through the adoption of efficient energy management strategies.

The demand for energy in our operations primarily arises from:

- needs for lighting,

- cooling Requirements, and

- connected load.

Energy Consumption (GJ)

	FY 2023-24	FY 2022-23
Renewable Energy	1,786	1,244
Non-Renewable Energy	655,906	459,492

☐ Renewable Energy ▦ Non-Renewable Energy
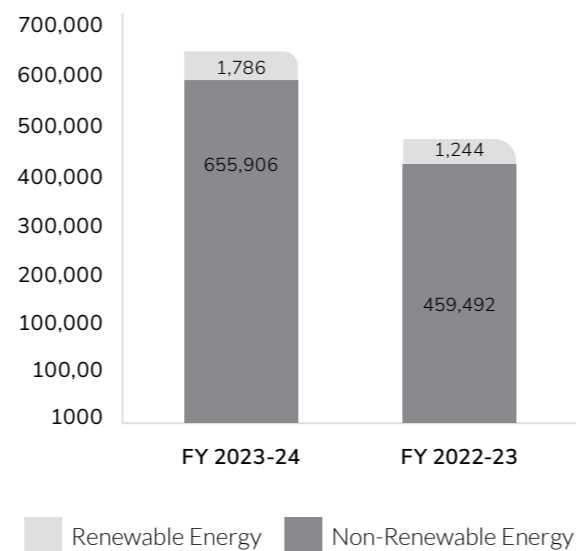
Energy Intensity

Despite the expansion of our retail footprint, and its associated increase in energy requirements, various initiatives undertaken by Trent have led to a 2.7% decrease in energy intensity per rupee of turnover in FY 2024 compared to FY 2023.

Energy Intensity (GJ/turnover)

FY 2023-24	FY 2022-23
55.15	56.69
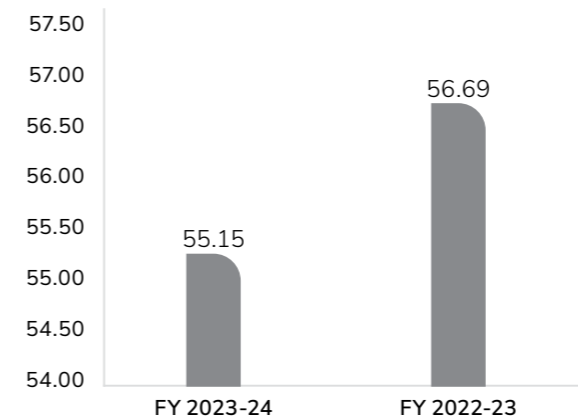
Emission Reduction Practices

We have invested in solar energy to power three of our distribution centres. Further to enhance energy efficiency at our stores, we are deploying IoT and energy-saving technologies. We have saved around 10% of energy consumption at selected pilot stores. By implementing IoT and energy efficient technologies, we have not only used less energy and lowered energy costs but have also enhanced customer experience. This has helped our retail outlets to achieve maximum operational effectiveness and daily energy savings.

Technology plays a pivotal role in these ongoing efforts to curtail energy intensity. Leveraging the potential of the Internet of Things (IoT) within our stores, coupled with the adoption of energy efficient fixtures, we are making significant strides towards reducing our environmental footprint. A few of these initiatives are:

- Switching to energy-efficient lighting, such as high lumen LED bulbs

- Automatic display switches for Advertising board displays

- Deploying Dx invertors for efficient cooling

- Integrating intelligent electricity control systems that boost efficiency and reduce energy wastage.

The environmental impact of the fashion industry encompasses various facets, significantly contributing to the release of greenhouse gases into the environment. Processes such as energy consumption through fuel combustion and grid purchase across the company boundary, constitute a substantial portion of this impact. Our organization adopts a pragmatic approach to crafting its sustainability roadmap, demonstrating commitment to mitigating the adverse effects of climate change.

At Trent emissions are generated largely from electricity/fuel purchased for our stores and distribution centres, and offices.

GHG (Scope 1 + Scope 2) Emissions (tCO2e)

	FY 2023-24	FY 2022-23
Total	1,28,201	91,516
Scope 2	1,23,419	85,162
Scope 1	4,782	6,354

Legend: Scope 1 / Scope 2
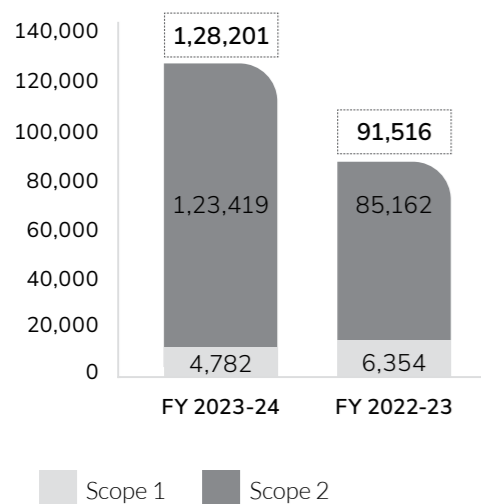
*Trent's Scope 1 and 2 boundary encompasses direct and indirect emissions from owned stores, Retail business Association stores, Store in Store setups, warehouses, offices, guest-houses, and sourcing offices.

Greenhouse Gas Emission Intensity

Despite an increase in Scope 1 and 2 emissions attributed to an expansion in operational scope, the GHG emission intensity has decreased since the previous year. This indicates a noteworthy achievement in our efforts to manage and mitigate emissions, demonstrating our commitment to sustainable practices amidst business growth.

The chart below depicts the emission intensity across the last two financial years, showcasing a drop in emissions intensity by 12.7% in FY 2023-24, in comparison to FY 2022-23.

Emission Intensity (tCO2e/turnover)

	FY 2023-24	FY 2022-23
Emission Intensity	10.35	11.86
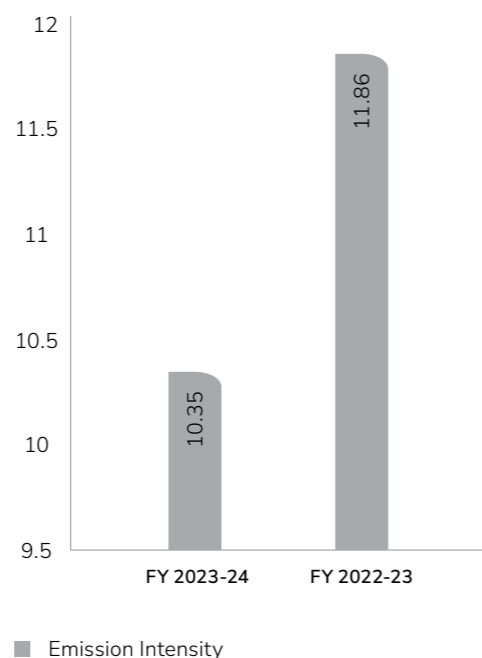
While in FY 2023-24, we have registered an increase of 40% in GHG emissions in comparison to FY 2022-23, this is owing to the expansion of our retail footprint across the nation, which has also significantly increased our annual turnover significantly.

Executive Leadership
Messages   About the Report   Our approach to
Sustainability   Strategy Enablers   **Be Resource Efficient**   Be responsible by design   Be People conscious   GRI Content Index

Sustainable Logistics

Even though logistics is a part of Scope 3 for Trent, we focus on our responsibility to mitigate the impact of our value chain, their communities, and the natural environment. This expansion prompts us to intensify our focus on optimizing supply chain efficiencies to minimize our environmental footprint while ensuring seamless operations. We are actively seeking to improve efficiencies in logistics.

Our commitment to reducing emissions per garment shipped, from vendor to customer, represents our dedication to sustainability and customer satisfaction beyond our operation boundaries. This entails a multifaceted approach to logistics management aimed at enhancing efficiency and minimizing environmental impact at every stage of the supply chain journey. To achieve effective management of logistics, Trent employs several strategies:

- Optimization of our logistics network to reduce transportation distances and associated emissions.

- Establishment of regional distribution centres strategically located for efficient access to target markets.

- Efficient capacity utilization of trucks to minimize empty miles and maximize resource efficiency.

- Adoption of a diverse fleet composition comprising vehicles of various sizes and capacities, along with the incorporation of alternative fuel sources such as electricity for electric vehicles.

Through these initiatives, we aim to decrease emissions for each garment shipped to customers.

TRENT LIMITED
A TATA Enterprise

Executive Leadership Messages   About the Report   Our approach to Sustainability   Strategy Enablers   **Be Resource Efficient**   Be responsible by design   Be People conscious   GRI Content Index

Water

Trent is a retail fashion company, sourcing garments from external vendors, designing them in-house, and distributing them through distribution centres to stores. Our water usage is primarily for human consumption, with no need for processed water in our operations. The water withdrawal sources are primarily from third party and ground water sources. However, we remain diligent in our water conservation efforts across our stores and office premises.

Water Consumption (ML)

	FY 2023-24	FY 2022-23
Value	478	296
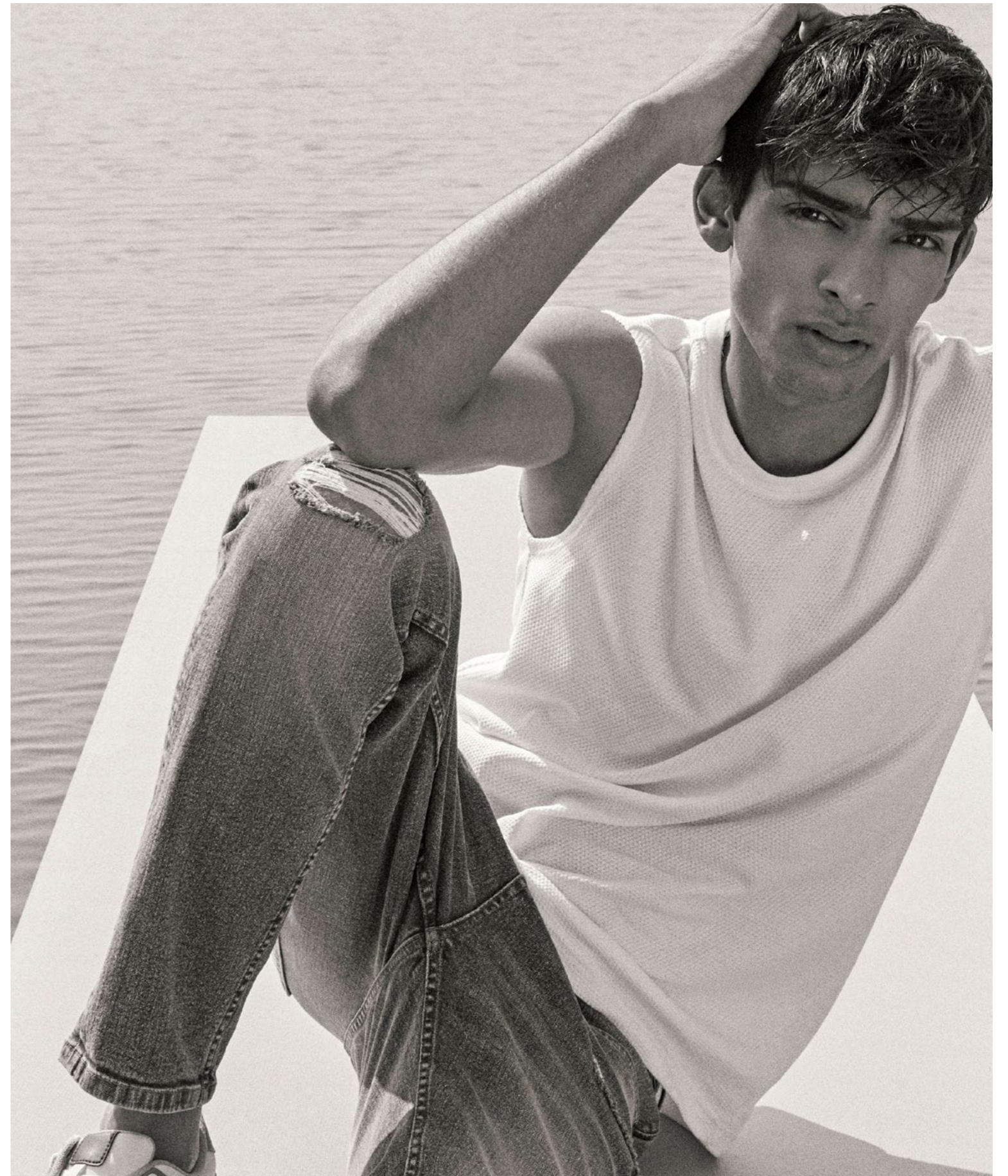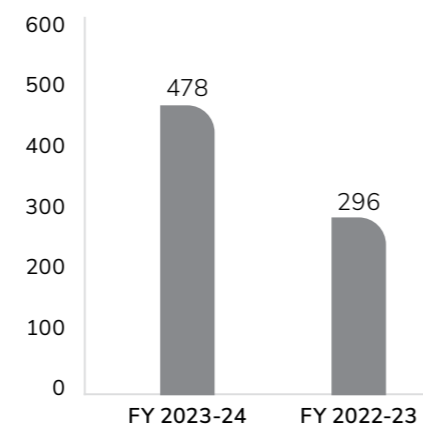
Waste Management

The packaging of apparel and accessories involves considerable use of resources, notably plastic and cardboard, which are used primarily as packing material for the distribution process. These have detrimental environmental impacts in their production and disposal. At Trent, we are committed to reducing our consumption of these resources and ensuring responsible disposal practices.

Waste Generated

Waste generated within Trent operations encompasses various touchpoints including logistics and transport, distribution centers and retail stores.

Waste arising from our operations largely comprises plastics, cardboard, fabric, and metal which are non-hazardous. We also generate e-waste.

Waste Footprint

Waste Generation (MT)

Bar chart: FY 2023-24 — Non-Hazardous Waste 8,509, E-waste 3; FY 2022-23 — Non-Hazardous Waste 4,973, E-waste 5.
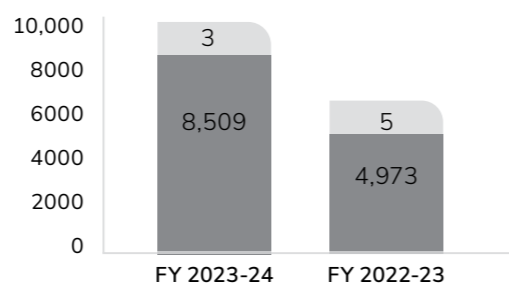
Legend: E-waste | Non-Hazardous Waste

Our waste generation comprises of 8509 MT of Non-hazardous Waste, and 3 MT of Hazardous e-waste during FY 2023-24.

While our Total Waste generated has increased owing to the expansion of our operations, we have seen a significant decrease in our Hazardous e-waste generation.

Waste disposal and treatment

Our efforts in being Resource Efficient are supported by our commitment to creating circular economies. The principles of reduce, repurpose/ reuse, and recycle underpin our approach to managing waste generated in our operations sustainably. Further, a centralized waste management system that enables improved traceability of waste supports our endeavors to segregate and dispose different types of waste appropriately. While e-waste is safely disposed through authorized vendors, non-hazardous waste is either recycled, or safely disposed through appropriate channels.

In FY 2023 and FY 2024, recycling of non-hazardous waste comprising plastic, metal, paper, and corrugated material from over 200 of our stores ensured that we sent zero waste to landfills.

Plastic plays a crucial role in ensuring product safety and efficient distribution within Trent's logistics operations. However, the excessive use of plastic packaging has raised concerns about its environmental impact. Recognizing this, Trent is actively transitioning towards sustainable packaging solutions. One significant step in this direction is the adoption of compostable plastic, which offers multiple environmental benefits. By incorporating compostable plastic into our packaging, we're reducing our reliance on non-biodegradable materials and promoting safe disposal. Alongside implementing waste management initiatives, we adhere to applicable regulations, aligning waste collection plans with the EPR requirements.

On the other hand, cardboard boxes are also recognized as a significant contributor to waste generated. Trent is taking strides to minimize paper waste by reconsidering the use of cardboard boxes in its logistics fleet. Instead, we are exploring innovative alternatives such as plastic totes for transporting goods to reduce paper waste.

Waste Recycled/Disposed — **Qty (MT)**

Recycled	1614
Incineration	6.33
Landfilling	6888.

Be responsible by design

Executive Leadership
Messages

About the Report

Our approach to
Sustainability

Strategy Enablers

Be Resource Efficient

Be responsible by design

Be People conscious

GRI Content Index
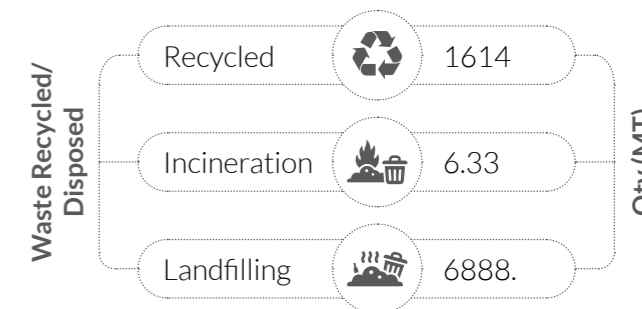
Our approach to being responsible by design

At Trent, we seek to extend our commitment to sustainability beyond compliance, to become an integral part of our decision-making processes and operations. The Pillar of "Be Responsible by Design" embodies this ethos, encapsulating our dedication to embedding sustainability principles from the beginning of our endeavors, and not as an afterthought. This pillar emphasizes the importance of proactively integrating responsible practices into various facet of our business operations, from the selection of materials, choosing and development of suppliers, design of supply chain networks and processes, and designing key governance mechanisms.

> In a notable highlight this year, we introduce **LiveGood**, our responsible product label for apparel. LiveGood embodies our commitment to responsible practices, ensuring that every product bearing this label adheres to rigorous criteria across material sourcing, vendor selection, and production processes. By prioritizing responsible sourcing from the outset, LiveGood represents our proactive approach to responsible design and excellence.
>
> Our LiveGood Criteria
>
> 1. **Responsible Fibre:** The raw material from which the fibre is made must be traceable and responsibly sourced with appropriate traceability certificate.
>
> 2. **Blue Rated Vendor:** The vendor has to have **ZERO active non-compliances** across SMETA 4-pillars.
>
> 3. **Made with Care:** Vendor must have either Renewable energy consumption as per state norms, or incorporate water efficient practices using ETP plants for discharge and reuse of water.

Responsible Material

At Trent, our emphasis on responsible and ethical fashion practices is demonstrated in the use of responsible materials, a practice that resonates with a new wave of conscious consumers and stakeholders who seek to integrate sustainability into their lifestyles. As a member of the Better Cotton Initiative (BCI), we have initiated the use of fabric made of BCI cotton.

In another move to incorporate responsible materials in our processes, we are working to replace the use of conventional viscose with responsible viscose. This raw material comes from wood pulp sourced from sustainably managed forests, certified by the Forest Stewardship Council (FSC) and Birla Cellulose. Such ongoing transition to responsible viscose enables us to support biodiversity conservation and local communities, reinforcing our commitment to environmental protection.

Further, we encourage use of recycled polyester, made of post-consumer and post-industrial recycled plastic, recycled polyester reduces the need for fresh resources. The traceability of the raw material is verified through certificates from the Global Recycled Standard (RCS) and Recycled Claim Standard (RCS), enabling us to ensure its authenticity and traceability.

Sustainability within the Supply Chain

Creating sustainable apparel calls for the responsible management of products across their lifecycles. For us, this means ensuring responsible sourcing practices, embedding sustainability in product design, implementing responsible production practices, and minimizing the environmental impacts of our distribution network. To achieve this, we adhere to the Sedex Members Ethical Trade Audit (SMETA) 4-pillar assessment, which is a comprehensive audit methodology designed to evaluate responsible business practices in global supply chains. The 4-pillar assessment focuses on four key areas:

Labor Standards: This pillar assesses compliance with labor laws and ethical standards, including working hours, wages, child labor, forced labor, and freedom of association. The aim is to ensure fair treatment and safe working conditions for all employees.

Health and Safety: This pillar evaluates workplace safety and health practices. It examines measures to prevent accidents and illnesses, emergency preparedness, and the overall health and well-being of workers.

Environmental Standards: This pillar reviews the environmental impact of business operations. It looks at waste management, resource use, pollution control, and adherence to environmental regulations, promoting sustainable practices.

Business Ethics: This pillar examines the ethical conduct of business operations, focusing on anti-corruption measures, transparency, and fair business practices. It aims to ensure integrity and accountability in business dealings.

The SMETA 4-pillar assessment provides a holistic view of a company's ethical performance, helping organizations identify areas for improvement and demonstrate their commitment to responsible and sustainable business practices. By incorporating these comprehensive aspects into our supplier assessments, we aim to build a strong foundation for a sustainable supply chain.

Environmental and Social Impact Assessment:

	FY 2023-24	FY 2022-23
Social Impact	54	76
Environmental Impact	54	72

Legend: Social Impact (light grey) | Environmental Impact (dark grey)
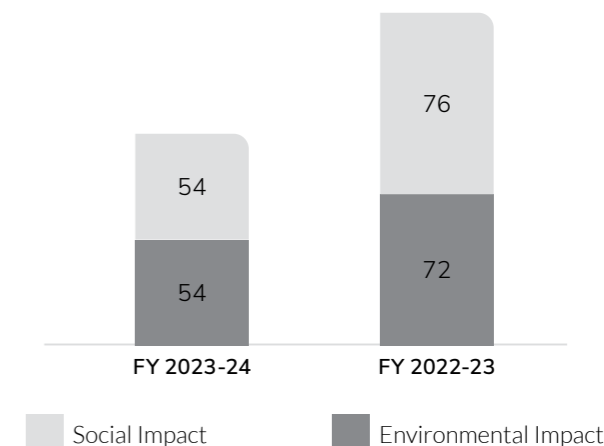
All our old and new suppliers are screened using environmental and social criteria. Suppliers are encouraged to improve their performance across the pillars. With the support of audit trails and the Trent team's guidance, suppliers can identify and address any adverse effects, thereby elevating their overall performance.

TRENT LIMITED
A TATA Enterprise

Executive Leadership
Messages   About the Report   Our approach to
                                            Sustainability   Strategy Enablers

Be Resource Efficient   **Be responsible by design**   Be People conscious   GRI Content Index

Capacity building

Our strategy encompasses continuous engagements with suppliers by introducing **vendor code of conduct** that enable suppliers to ensure enhanced operational efficiency, make informed fabric selections, ensure social and environmental compliance, and leverage technology for overseeing production and quality milestones.

Be People conscious

Executive Leadership
Messages

About the Report

Our approach to
Sustainability

Strategy Enablers

Be Resource Efficient

Be responsible by design

Be People conscious

GRI Content Index

Our approach to being people conscious

At Trent, the Be People Conscious pillar refers to making meaningful and long-lasting contributions to the progress of our stakeholders, within and beyond the organization, encompassing those we engage with during the course of business, and in our social initiatives. With a nationwide presence, we recognize the privilege and responsibility we have to serve the communities in which we operate.

Grounded in the company's core values, which are reflected in our Sustainability strategy, Human Rights Policy and the Tata Code of Conduct, we aim to foster a culture of respect, dignity, and transparency, both within our organization and in our interactions with stakeholders.

Our ethos on being People conscious starts from within, by prioritizing the well-being and growth of our own employees, who in turn help us better serve our customers. In the following sections, we describe our efforts for the same.

Employee Engagement

At Trent, we are committed to fostering a fulfilling workplace through a comprehensive employee engagement strategy. This includes a blend of effective talent management, strategic hiring, and turnover reduction, coupled with a range of employee benefits, strong performance management, and ongoing learning and development. Our approach to attracting and retaining skilled professionals involves offering competitive salaries, meaningful work, and personal growth opportunities. Additionally, our partnerships with top educational institutions

help us recruit ready-to-work talent and demonstrate our dedication to developing future leaders.
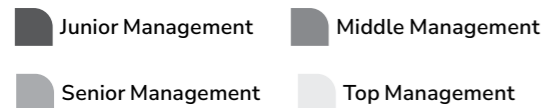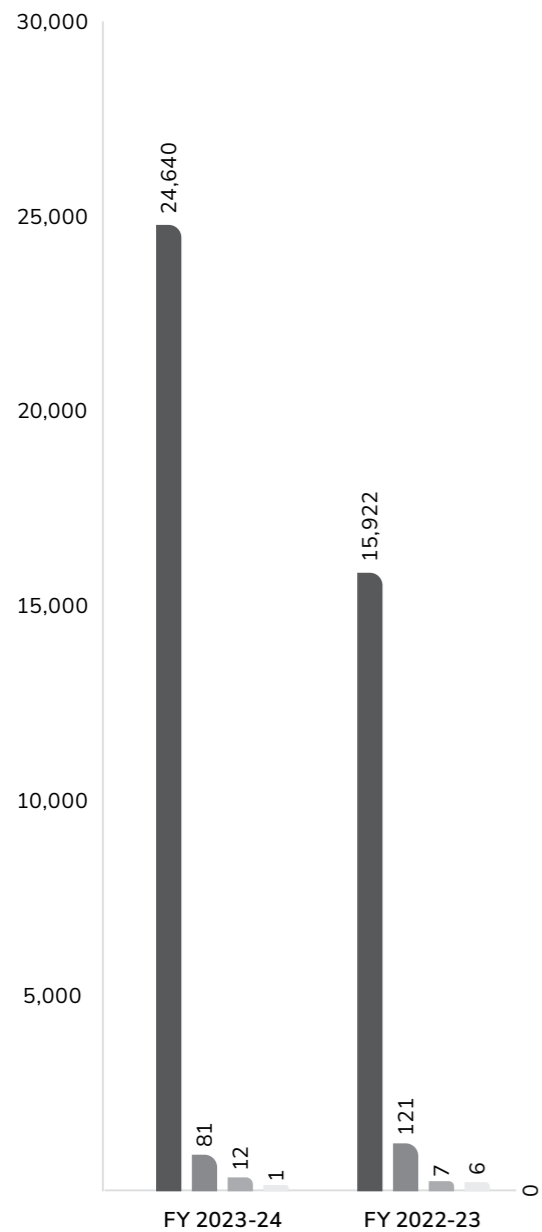
We conduct an employee survey periodically, through an external party, to gauge the pulse of our people and identify areas for improvement in our people management practices. The results of our Great Place to Work (GPTW ®) EES Pulse Survey in FY24 stand as a testament to our efforts, where 90% of our employees responded that Trent is a great place to work.

Employee Hires and Employee Turnover

As Trent continues to expand its operations and reach new markets, our workforce grows in tandem, bringing diverse talents and perspectives to our organization. We have hired 24000+ employees in the given financial year. These new additions to the Trent family not only contribute to our dynamic and inclusive work environment but also play a vital role in driving our strategic initiatives forward.

New Employee Hires

Chart — New Employee Hires (values by category):

	FY 2023-24	FY 2022-23
Junior Management	24,640	15,922
Middle Management	81	121
Senior Management	12	7
Top Management	1	6 / 0

Legend: Junior Management, Middle Management, Senior Management, Top Management

Differently Abled Hires

Pie charts:
- FY 2023-24: 34 (Female), 111 (Male)
- FY 2022-23: 33 (Female), 85 (Male)

Legend: Male, Female
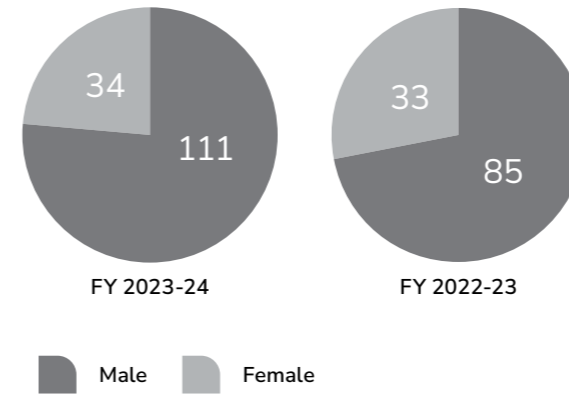
We have seen a notable decline in employee turnover, attributed to the successful implementation of initiatives like:

- Employee Benefits
- Performance Management
- Improved Employee Engagement
- Learning and Development
- OHS and Well-being
- Diversity and Inclusion

Employee Turnover

Pie charts:
- FY 2023-24: 75%
- FY 2022-23: 67%

While attracting the right talent is crucial to building a successful organization, talent retention and attrition play a pivotal role, with attrition serving as an indicator of employees' relationship with the company. Our employee turnover for the year is depicted above:

Additionally, specific program tailored to ensure our new employees are inducted well into the organisation, and receive a good understanding of our functions have been critical in extending the tenure of our new hires. Such programs are:

Trent Home Grown
trains new fashion school graduates in various company roles such as Buying, Merchandising, Sourcing, Quality, etc for a year, before specializing in one department.

Getting Connected
All new hires go through this a 30-day comprehensive programme, designed to create an insightful experience and welcome our new employees.

Employee Benefits

We firmly believe that our sustained growth is powered by our colleagues, who are the bedrock of the organization. Acknowledging their indispensability, we count their wellbeing among our highest priorities. As such, we strive to provide comprehensive employee benefits that support their holistic development and enhance their overall quality of life.

We offer a range of both monetary and non-monetary benefits as required by law. Below are the benefits available to our permanent employees.

Group Personnel Accident Policy (Life Insurance)	Critical Illness
Group Health insurance Policy	Term Life Insurance
Disability and invalidity coverage	Medical Health Check-up
Parental Leave	Health and Fitness Programme
Retirement provision	Education Subsidy
	Creche Facility

As we focus on providing a supportive work environment, one benefit stands out for its significance in fostering support for our colleagues during important life transitions: parental leave. In the following tables, we have detailed the parental leave and return-to-work ratio across the last two financial years.

Return to work and Retention rates of permanent employees

Chart: Return to work and Retention rates

- FY 2023-24: Retention to Work Rate 99.15%, Retention Ratio 70.68%
- FY 2022-23: Retention to Work Rate 97%, Retention Ratio 70%

Legend: Retention to Work Rate, Retention Ratio

Executive Leadership
Messages
About the Report
Our approach to
Sustainability
Strategy Enablers
Be Resource Efficient
Be responsible by design
Be People conscious
GRI Content Index

Performance Management

We believe that our employees, being the bedrock of our success, must feel a sense of belonging in our organization. To facilitate this, it is essential that our employees must be informed and involved in the company's performance, in addition to the review of their own performance.

Sense of Ownership

Trent's performance management strategy establishes a direct correlation between the company's financial achievements and employee bonuses, ensuring that staff members feel integral to the organization's success.

Opportunities for growth

Trent prioritizes internal candidates for new opportunities, both as a reward for their hard work and as evidence of the employees' desire to continue their career growth within the company.

Employee Performance Reviews and Engagement Avenues

We follow a structured and comprehensive performance management process that is in line with globally established frameworks. The process focuses on three core areas:

- Align organizational strategic pillars to individual deliverables.
- Inculcate a culture of continuous feedback and support.
- Differentiate employees through rewards and recognition.

Rather than merely focusing on past performance, our performance management system is competency based and emphasizes creating individual development plans that facilitate higher levels of employee performance.

We have also adopted communication and feedback platforms. These include external surveys such as GPTW® and LBE, which facilitate continuous improvement and support succession planning efforts.

Engagement with employees spans across all levels, from direct interactions with the CEO to managerial communications and departmental updates, ensuring recognition is an integral part of the culture at Trent.

Performance and Career Development Reviews

Bar chart — Performance and Career Development Reviews:
- FY 2023-24: 20,912
- FY 2022-23: 12,496
- FY 2021-22: 9,802
- FY 2020-21: 6,493
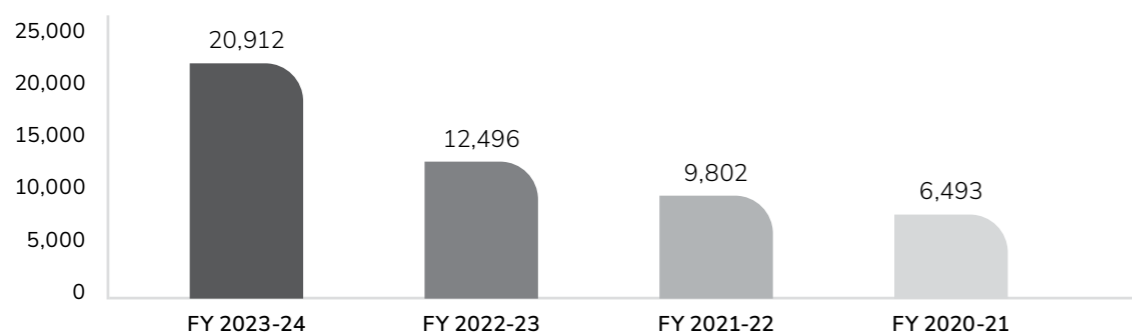
Townhall

A quarterly communication forum for the CEO to provide updates on business performance, as well as a platform for employee queries foe the CEO.

Conclave

This is an annual communication and recognition event at which the CEO outlines industry trends and Trent's strategy, as well as rewards excellence in performance at a category or department level with different awards.

Reward and Recognition

A joint initiative by Trent and Trent Hypermarket Private Ltd. to recognize excellence and celebrate performances by their employees annually.

Retail Employee Day

We celebrate Retail Employee's Day, each year on the 12th of December, when each employee receives a thank you card, personally signed by their manager. A video of the CEO thanking everyone for their contribution to the organization is also circulated among employees.

Trent Talk

E-mails sent to all employees about various organizational updates such as policy changes, activities such as fit and fun challenges, general health and safety tips, news on various awards won by the company, internal job vacancies, etc.

PRIDE project

An initiative for Trent store employees, PRIDE encourages store managers to share ideas for process improvement aimed at business acceleration to their teammates and the leadership team.

Tata Sustainability Month

An initiative pioneered throughout Tata Group to educate, create awareness, enable engagement and foster sustainability culture in the month of June every year.

Learning and Development

We strive to cultivate a work culture that is supportive of our people's capabilities and potential, encouraging them to grow professionally as well as personally. Thus, we heavily emphasize talent development, growth opportunities, building self-confidence, and aligning personal development with business objectives.

Our learning and development strategy, known as Sustainable Performance Excellence and Employee Development (SPEED), is designed to foster a Learning Organization where employees are empowered to drive their own learning journey.

Skill Development Training Coverage

72%

FY 2023-24

54%

FY 2022-23
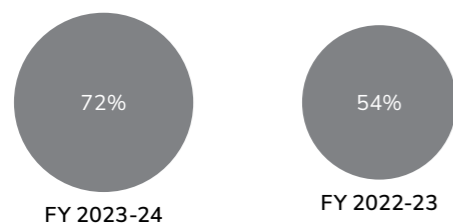
We have witnessed a significant increase in our Skill Development Training Coverage Owing to our three-pronged SPEED approach:

Align: Learning is tailored to meet individual, functional and organizational priorities, driven by personal development plans.

Equip: Employees are empowered to take charge of their learning, with availability of online and mobile based learning technologies. e.g., Seekho App and Z Learn.

Sustain: Learning is supported with effectiveness reviews, improvement measures, and integration into performance reviews.

Developing Leaders

Recognizing the importance of equipping our people to stay ahead of the curve in a rapidly changing business environment, we have reviewed and sharpened our leadership competencies, ensuring that talent development remains transparent and effective.

Our key leadership programmes include:

Blue Mint Programme: Designed for early career leaders, this is an 8-month leadership initiative in partnership with the London Business School for high-potential early career leaders in Tata companies.

FOCuS Programme: This programme is aimed at developing the capabilities of Cluster Managers with thorough leadership development coaching/ mentoring from senior leaders.

Leadership Competency training for Westside and Zudio: This training is designed to facilitate a thorough exploration of the updated Trent Leadership Competencies, imparting skills and behaviours that Trent values and expects from its leaders.

Behavioural Event Interview Skills for Westside and Zudio Store Managers: This programme is tailored to equip Westside and Zudio store managers with essential practical skills in conducting Behavioral Event Interviews (BEI), ensuring a comprehensive evaluation process for optimal hiring decisions.

Lead for Success Program: This program was curated for Senior Managers, Managers and Deputy Managers at Trent Limited to foster leadership skills, effective delegation, and high-performance team building.

Human Rights

At Trent, our commitment to human rights is anchored in globally recognized standards and principles. We draw guidance from the Universal Declaration of Human Rights and the Tata Code of Conduct to ensure that our practices uphold the dignity and rights of all individuals. This includes our employees, suppliers, and members of the communities we serve.

We are dedicated to maintaining a workplace environment that is not only safe but also free from discrimination, harassment, and any form of violence. We take a firm stance against all forms of modern slavery, child labour, human trafficking, and any kind of abuse or intimidation, whether verbal, physical, or psychological.

In our efforts to protect the integrity and freedom of our workforce, we guarantee that our employees are never required to forfeit personal documents, nor are they subjected to any form of coercion, including financial, to obtain or retain their employment with Trent. We have established a disciplinary action system that ensures employees can respond and be heard in any disciplinary matters.

As part of the employee induction program, new hires are familiarized with the principles of the Tata Code of Conduct, that cover all aspects of Human Rights within the workplace.

Freedom of Association

We respect our employees' right and freedom to associate and no Trent employee will be subject to discrimination, harassment, intimidation, or retaliation due to a membership in a lawful workers' association or union. To promote and enforce these rights, Trent relies on the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights.

Grievance Redressal

At Trent, fostering a safe environment encompasses providing employees and business partners with the opportunity to voice concerns and grievances related to the workplace and business practices. Emphasizing transparent communication, we encourage our people to raise and discuss concerns with their Functional Heads, the Human Resources Team, or designated ethics officials. Our people also have access to mechanisms to register grievances as follows:

Category of employees	Details of the Grievance Mechanism
Permanent Employees	Independent third-party facility: for POSH, ethics and whistle blower concerns
Other than Permanent Employees	Helpline Mailbox: **ethics@trent-tata.com and POSH@trent-tata.com** Hotline Toll-free No: **180020099350**

Human Rights Complaints

	FY 2023-24		FY 2022-23	
	Filed during the year	**Status**	**Filed during the year**	**Status**
Sexual Harassment	12	Resolved	12	Resolved
Discrimination at workplace	Nil		Nil	
Child/Forced/Involuntary Labour	Nil		Nil	
Wages	Nil		Nil	
Other human Rights related issues	Nil		Nil	

TRENT
LIMITED
A TATA Enterprise

Executive Leadership Messages   About the Report   Our approach to Sustainability   Strategy Enablers   Be Resource Efficient   Be responsible by design   **Be People conscious**   GRI Content Index

Health and Safety

Our Health and Safety management system

While the nature of our business typically does not present health, safety, and occupational hazards at our stores and offices, we prioritize workplace safety. We adhere to a comprehensive Health and Safety (H&S) policy aligned with the Tata Group Retail Safety Standards, as well as regulations such as the Shops and Establishment Act and the National Building Code for Office/ Warehouse/ Commercial Buildings. Additionally, we incorporate best practices recommended by subject matter experts and the Tata Group's

centralized safety team. This policy also extends to external contractors and third-party service providers who work at our sites.

As part of driving a culture of workplace safety, we conduct both internal and external safety audits at Trent. The former is conducted quarterly at each location by the senior leadership team, while certified external auditors conduct electrical safety audits across locations.w

Hazard identification, Risk Assessment, and Incident Investigation

Workplace health and safety receives attention at the highest levels of the organization. Our Health and Safety manual identifies and addresses the specific requirements of the Codes of Practice of the Tata Group Retail Safety Standard and provides a framework for creating a safe and healthy workplace.

We identify risks through the Hazard Identification and Risk Assessment (HIRA) approach. A specialized cross functional team comprising safety, maintenance, and volunteer personnel receives internal and external safety training as prescribed by the centralized Tata Group Safety team.

100% of our Plants and Offices were assessed on working conditions, and Health and Safety for FY2023-24. In FY 2024, employees filed 61 H&S complaints which were all resolved within the stipulated timeframes.

The process of reporting and addressing Health and Safety incidents/complaints is depicted below

Health and Safety Incidents and Complaints

Logged on iSafe portal

Near Misses   Fire   Medical Treatment   First Aid

Monthly safety committee meetings

Root Cause Analysis

Mitigation Measures

Safety Related Incidents

	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR)	0.06	0.03
Total recordable work-related injuries	4.00	6.00
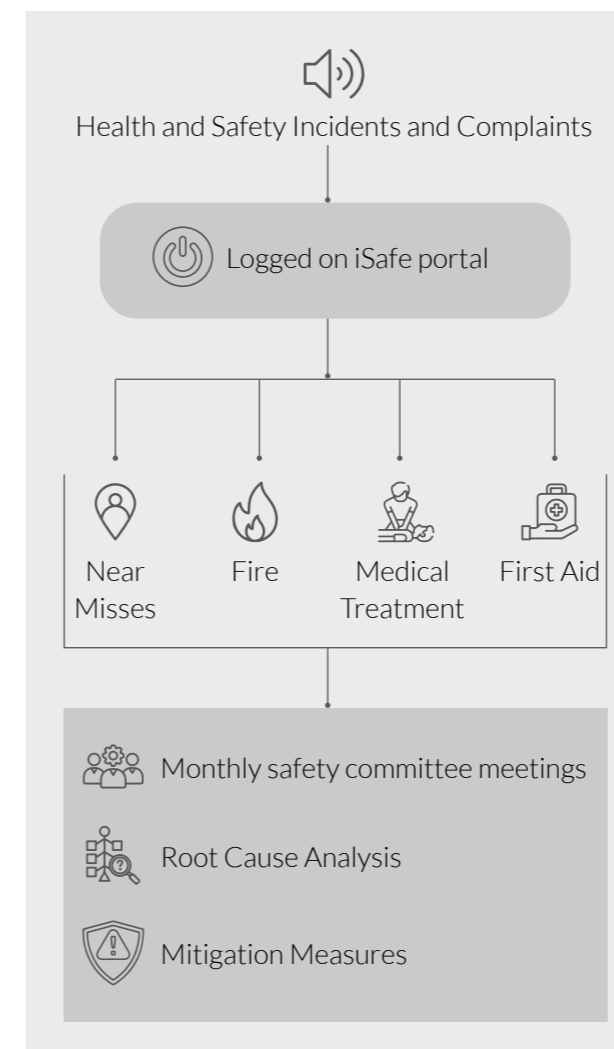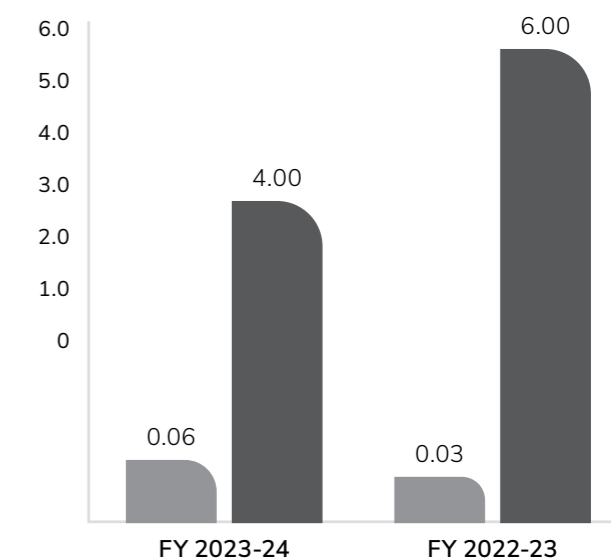
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)

Total recordable work-related injuries

Additionally, there were no fatalities or high-consequence work-related injuries during the year. The reason for our decreasing work-injuries is attributed to the extensive safety trainings carried out during the year. A few notable trainings include:

Women's Safety Training

Two-Wheeler Safety Training

Fire and First Aid Safety Training

Tata Group ARRE

During the FY2023-24, we have seen a significant increase in training coverage of our employees, as depicted below:

	FY 2023-24	FY 2022-23
Health and safety training programs	23,880.00	10,075.00

There has been a 137% surge in attendance from the previous fiscal year, owing to the increased focus on Health and Safety related training, as well as the ease of accessibility to such trainings.

Occupation Health Services and Well-being

The Company provides benefits for employee well-being, both physical and mental, across all sections of workforce. For Mental well-being, Trent has tied up with an external agency to provide counselling services to employees and their families.
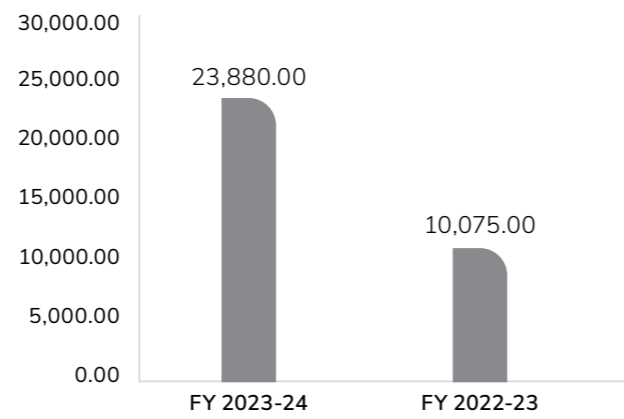
For Physical well-being, Trent undertakes various programs and initiatives, such as:

- Medical health check-up: We provide the services of a full-time doctor at our premises for all employees to consult with at any time they need, disseminating information on ergonomics, health, and safety through Trent Talk, etc.

- Health awareness: We conduct various initiatives at our work premises to promote

health through awareness e.g., talks by dieticians on healthy eating practices.

- Fitness Programs: We promote employee fitness through various physical initiatives, such as 'Fit and Fun', which features various activities scheduled throughout the year according to an annual calendar.

Additionally, we continue to maintain measures to ensure health and safety in the workplace, through:

- Air quality monitoring, water quality testing, ergonomics review

- Quarterly servicing of air conditioning filters

- Ensuring luminosity at workstations is above compliance standards.

Diversity and Inclusion

We believe it is important to celebrate every individual's uniqueness by fostering an environment of inclusion and empowerment. Being a socially and culturally diverse organization, our policies and practices lay emphasis on inclusiveness, ensuring that groups or individuals of varied backgrounds are accepted and supported to integrate into the workplace.

At Trent, the dedication to nurturing diversity within the company begins at the highest levels. While over one-fifth of the Board of Directors and 34% of management level employees comprise women, we continue to work to improve gender diversity throughout the organization.

TRENT LIMITED A TATA Enterprise

Executive Leadership Messages | About the Report | Our approach to Sustainability | Strategy Enablers | Be Resource Efficient | Be responsible by design | **Be People conscious** | GRI Content Index

Diversity of Governance Bodies and Employees:

Bar chart showing percentages:
- BOD: 22.22%
- Senior Management: 41.54%
- Middle Management: 25.43%
- Junior Management: 34.28%
- Contractual Employees: 27.44%
- Differently abled: 3.45%

Y-axis ranges from 0.00% to 45.00%.

Ensuring Equal Opportunity

Our employee policies advocate for equality and diversity. We ensure equal opportunities for all our employees and eligible job applicants without unfair discrimination based on factors such as disability, race, caste, religion, or other personal, social, cultural, demographic, or economic characteristics, as protected by applicable law. When recruiting, developing, and promoting our employees, we strive for our decisions to be based on performance, merit, competence and potential. We take the services of an external third party to conduct personality assessments and exit interviews to minimize bias that may influence our decision making and actions.

Further, we have women centric travel policies to provide for their safety while travelling on work. Additionally, in recognition of women's contribution to the socio-economic development of the country, we celebrate International Women's Day every year. We are proud to share that there have been zero cases of discrimination in the organization in the reporting period.

Addressing Diverse Needs

Being committed to ensuring the inclusion of all persons in our activities, we have ensured that our stores and offices are accessible to those who are differently abled, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Our premises are equipped with ramps to facilitate easy movement for those who require them, and all stores located in shopping malls are accessible via elevators.

In line with our stance of zero tolerance for any form of discrimination, we implement a gender-neutral policy for the prevention of sexual harassment (POSH).

Community Engagement

Rooted in the founding philosophy of the Tata Group, our commitment to giving back to society is deeply ingrained in our organizational ethos, thus making it an integral part of the 'Be people conscious' pillar of our Sustainability strategy.

We are dedicated to creating social value and uplifting marginalized communities, aligning our CSR programs with initiatives aimed at sustainable socio-economic development. Collaborating closely with non-government organizations (NGOs) and beneficiaries.

Trent's CSR initiatives, while encompassing a broad spectrum of activities, are strategically grouped based on their overarching objectives.

These initiatives primarily focus on areas such as:

- Education
- Entrepreneurship
- Employability
- Nutrition, and access to potable water

Our approach to Community Engagement

The founding philosophy of the Tata Group is that communities are the purpose for the existence of all enterprises. With this belief serving as its social compass, the commitment to giving back to society runs deep in the ethos of the Tata Group. Following in the footsteps of our founding fathers, we at Trent are wholly committed to creating social value for marginalized communities, working to improving the lives of those we work among. The Company's CSR programmes are developed and implemented for sustainable development in areas that contribute to the nation's socio-economic development. To effectively support this development, our CSR strategy primarily focuses on the areas of Education, Employability, Entrepreneurship and Essential Enablers like Water Resource Development and Healthcare. Through Affirmative Action, we also empower women and youth from scheduled castes and scheduled tribes (SC/ST). The initiatives are carried out in conjunction with local NGOs and government institutions.

The Company has been able to deliver significant value through innovative approaches through its various initiatives. To make community initiatives sustainable in the long run, the Company's strategies are around societal responsibilities and support to key communities are linked to its business competencies and growth agenda.

TRENT
LIMITED
A TATA Enterprise

Executive Leadership   About the Report   Our approach to   Strategy Enablers
Messages   Sustainability

Be Resource Efficient   Be responsible by design   **Be People conscious**   GRI Content Index

Education

Committed to advancing education and job prospects for motivated youth from underprivileged backgrounds, we collaborate with the **Karta Initiative India Foundation**. We fund additional costs for 17 economically challenged students from Affirmative Action communities, who show exceptional drive and talent.

The initiative supports their academic paths, including college applications and study options, and partners with prestigious universities in India, Canada, and the UK, such as Flame University, Ashoka University, McGill, Huron, and University College London.

The Karta Initiative scholar

The Karta Initiative Scholars supported by Trent Limited at Ahmedabad University, Gujarat

Recognizing that women's empowerment through education and financial independence is key to sustainable development, we partner with the **K. C. Mahindra Educational Trust** to support 1,022 girls in Project Nanhi Kali. Using an interactive digital platform, these students from grades 1 to 10 enhance their English, Math, and Science skills, helping them stay in school and enjoy modern learning techniques. The program also includes a sports curriculum for their all-around growth.

Community associates assisting Nanhi Kalis to use computer tablets

The Karta Initiative Scholars supported by Trent Limited at FLAME University, Pune

Executive Leadership
Messages

About the Report

Our approach to
Sustainability

Strategy Enablers

Be Resource Efficient

Be responsible by design

Be People conscious

GRI Content Index

Employability

In line with our commitment to empowering women with education and employment opportunities, we collaborate with the **Step Up foundation** to deliver a 'conversational English programme' to young women who are approaching the legal age for employment, in Mumbai, Pune, and Nagpur. This program equips participants with the soft skills essential to facilitate social interactions and find suitable work opportunities.

Additionally, in partnership with the Salaam Bombay Foundation, we support vocational training for 565 students in the 9th grade of government and government-aided schools in Mumbai and Pune. The **'Skills@School'** programme focuses on skills that are relevant to contemporary society and encompass areas such as Beauty and Wellness, Mobile Phone Repairs, Robotics, and jewellery Design.

Salaam Bombay Foundation's Skills@School Mobile Repair programme

Nanhi Kalis at School

Entrepreneurship

As part of our efforts to empower women, we encourage entrepreneurship and financial independence to improve the quality of life for themselves and their families. Our collaboration with **Bhansali Trust** started five years ago when we built an institute in Radhanpur village, Gujarat marking the inception of a transformative journey for the local women.

The initiative expanded its reach to 150 surrounding villages, where women received training in stitching from Trent employees and specialists. Upon successful completion of their training exam, these skilled women found employment crafting bags for Westside, Zudio, and Star Bazar—a project fondly known as **"Bag of Love."** The institute has since become a beacon of support, employing women from lower-income families and fostering a community where they can aid one another with educational needs, healthcare, and medication.

Another initiative in Entrepreneurship is in our collaboration with the **Kaarigar Clinic,** India's pioneering rural business clinic, we support the growth of new rural craft entrepreneurs. We identify talented craftswomen and provide them with assistance in various areas, including business plan development, product design, and essential skills such as accounting, packaging, and marketing.

Moreover, we facilitate market access for these entrepreneurs through the **Kaarigar Clinic** platform, ensuring their art finds its place in relevant markets. The **Crafting a Better Planet initiative** entails empowering vulnerable women from villages in Kutch, Gujarat. They receive training in collecting, segregating, and washing plastic before weaving it with nylon into fabric. They also undergo instruction in design, production, and marketing to create unique and sustainable products such as sunglass covers and laptop sleeves. These items are marketed through their website (www.pabiben.com) as well as exhibitions.

Over the next three years, our efforts aim to uplift 1,125 women in Kutch, Gujarat, while also upcycling 1.2 million plastic bags.

Women trained at Bhansali Trust by Trent Employees and experts

TRENT
LIMITED
A TATA Enterprise

Executive Leadership   About the Report   Our approach to   Strategy Enablers   Be Resource Efficient   Be responsible by design   **Be People conscious**   GRI Content Index
Messages   Sustainability

Nutrition

Trent makes use of leftover kids-wear fabric to make Hop Bears, which are soft toys retailed at Westside outlets. While this initiative aids environmental protection, as waste fabric is prevented from reaching landfills, it also helps nourish the next generation. The proceeds from the sale of Hop Bears provide a month's worth of mid-day meals to undernourished school children.

These meals address multiple challenges faced by the children, enhancing their nutrition levels and learning abilities, incentivizing regular school attendance, and alleviating financial pressures on parents in accessing and providing them nutritious food.

Access to Potable Water

Trent's Diya and Star Initiative collaborates with the Cancer Patients Aid Association, engaging patients in the creation of handcrafted Diwali Diyas and Christmas Stars. While this provides the patients with a valuable source of income, Trent also donates the entire income of the project to Tata Trusts, Collectives for Integrated Livelihood Initiatives (CInI), and The State Government of Gujarat, whose aim is to scale up implementation of the Jal Jeevan Mission in the state.

Through further collaborations with CInI, we at Trent are committed to improving the lives of 170,000 individuals in 37,000 households across 150 villages in the Amreli, Bhavnagar, and Dahod districts by ensuring access to clean, potable water.

To make this a reality, we are working to achieve the following:

- Set up 150 Village Water and Sanitation Committees (VWC) and formulate a Village Action Plan

- Develop and implement a Social Behavioural Change Campaign in all 150 villages

- Train and build capacity of over 1,500 VWC members on various essential aspects such as monitoring and surveillance of water quality, operation and maintenance of equipment, record-keeping, collection of water tariffs, and creating awareness of rainwater harvesting, artificial recharge and water-saving techniques.

A woman beneficiary of the CInI program supported by Trent Limited.

Creating awareness on access to potable water as a part of Jal Jeevan Mission

GRI Content Index

Gri Standard	Disclosure	Location	Page No.
	2-1 Organizational details	About Trent Limited	13
	2-2 Entities included in the organization's sustainability reporting	Scope & Boundary of the Report	10
	2-3 Reporting period, frequency and contact point	Scope & Boundary of the Report	10
	2-4 Restatements of information	None, as it is Trent's inaugral Sustainability Report.	NA
	2-5 External assurance	No external assurance has been conducted on the report.	NA
	2-6 Activities, value chain and other business relationships	Annual Report - Our Presence Annual Report - Our Concept & Alliances	7 12-25
	2-7 Employees	Annual Report - BRSR Section A - Q20	121
GRI 2: General Disclosures 2021	2-8 Workers who are not employees	Annual Report - BRSR Section A - Q20	121
	2-9 Governance structure and composition	Governance	32-34
	2-10 Nomination and selection of the highest governance body	Annual Report - Board Appointments	100
	2-11 Chair of the highest governance body	Governance	32-34
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance	32-35
	2-13 Delegation of responsibility for managing impacts	Governance	32-35
	2-14 Role of the highest governance body in sustainability reporting	Materiality Assessment CSR & Sustainability Committee	22-25 33
	2-15 Conflicts of interestAnnual	Report - BRSR P1L2	130
	2-16 Communication of critical concerns	Stakeholder Engagement Annual Report - BRSR P4	21 141-143

Gri Standard	Disclosure	Location	Page No.
	2-17 Collective knowledge of the highest governance body	Annual Report - BRSR P1E1	128
	2-18 Evaluation of the performance of the highest governance body	Annual Report - Performance Evaluation criteria of the Board	102
	2-19 Remuneration policies	Annual Report - Remuneration of Directors	102
	2-20 Process to determine remuneration	Annual Report - Remuneration of Directors	102
	2-22 Statement on sustainable development strategy	Leadership messages	6-7
	2-24 Embedding policy commitments	Annual Report - BRSR Section B Q11	126
	2-25 Processes to remediate negative impacts	Stakeholder Engagement Annual Report - BRSR P4	21 141-143
	2-26 Mechanisms for seeking advice and raising concerns	Stakeholder Engagement Grievance Redressal	21 76
	2-27 Compliance with laws and regulations	Annual Report - BRSR P1E2, P6E13	128, 153
	2-28 Membership associations	Memberships and Associations	17
	2-29 Approach to stakeholder engagement	Stakeholder Engagement	21
	2-30 Collective bargaining agreements	Annual Report - BRSR P3E7	136
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Materiality Assessment	22-23
	3-2 List of material topics	3.2 - Materiality Assessment (Pg 14-17)	22-25
	3-3 Management of material topics	3.2 - Materiality Assessment (Pg 14-17)	22-25
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Please refer to the Annual Report	178-181
	201-2 Financial implications and other risks and opportunities due to climate change	Climate Risk Assessment	26-27
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Annual Report - BRSR P1E1	128
	205-3 Confirmed incidents of corruption and actions taken	Annual Report - BRSR P1E5	129
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report - BRSR P1 - E5, E6, E7	129

Gri Standard	Disclosure	Location	Page No.
GRI 301: Materials 2016	301-2 Recycled input materials used	Responsible Material	59
	301-3 Reclaimed products and their packaging materials	Waste Disposal and Treatment	55
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy & Emissions	46-47
	302-3 Energy intensity	Energy & Emissions	47
	302-4 Reduction of energy consumption	Emission Reduction Practices	47-48
	302-5 Reductions in energy requirements of products and services	Emission Reduction Practices	47-48
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water	52
	303-5 Water consumption	Water	52
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Annual Report - BRSR P6E11	152
	304-2 Significant impacts of activities, products and services on biodiversity		152
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Energy & Emissions - GHG Emissions	48
	305-2 Energy indirect (Scope 2) GHG emissions	Energy & Emissions - GHG Emissions	48
	305-4 GHG emissions intensity	Energy & Emissions - GHG Emissions	48
	305-5 Reduction of GHG emissions	Energy & Emissions - GHG Emissions	47
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management	54-55
	306-2 Management of significant waste-related impacts	Waste Management	54-55
	306-3 Waste generated	Waste Management - Wate footprint	54
	306-4 Waste diverted from disposal	Waste Management - Waste Disposal & Treatment	55
	306-5 Waste directed to disposal	Waste Management - Wate Disposal & Treatment	55

TRENT
LIMITED
A TATA Enterprise

Executive Leadership   About the Report   Our approach to   Strategy Enablers   Be Resource Efficient   Be responsible by design   Be People conscious   **GRI Content Index**
Messages   Sustainability

Gri Standard	Disclosure	Location	Page No.
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainability within the Supply Chain - Supplier assessment/audit	60
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Talent Management - new employee hires & turnover	68-69
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee benefits	70-71
	401-3 Parental leave	Employee benefits	70-71
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Health and Safety management system	78
	403-2 Hazard identification, risk assessment, and incident investigation	Health & Safety - Hazard identification, Risk Assessment, and Incident Investigation	79-80
	403-3 Occupational health services	Health & Safety - Occupational Health Services	80
	403-4 Worker participation, consultation, and communication on occupational health and safety	Health & Safety	80
	403-5 Worker training on occupational health and safety	Health & Safety - Trainings on Safety	80
	403-6 Promotion of worker health	Health & Safety	79-80
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health & Safety - Hazard identification, Risk Assessment, and Incident Investigation	79-80
	403-9 Work-related injuries	Health & Safety - Safety related Incidents	79
	403-10 Work-related ill health	Health & Safety - Safety related Incidents	79
GRI 404: Training and Education 2016	04-2 Programs for upgrading employee skills and transition assistance programs	Learning & Development	74
	404-3 Percentage of employees receiving regular performance and career development reviews	Learning & Development - Performance Management	72-73

Gri Standard	Disclosure	Location	Page No.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity & Incluion	81-82
	405-2 Ratio of basic salary and remuneration of women to men	Annual Report - BRSR - P5E3	145
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity & Incluion - Addressing Diverse needs	82
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community Engagement	82-83
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainability within the Supply Chain - Supplier assessment/audit	60-61
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Annual Report - BRSR P9E2	158
	417-2 Incidents of non-compliance concerning product and service information and labeling	Annual Report - BRSR P9E3 (Nil)	158
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual Report - BRSR P9E3, P9E7	158, 160