



Environment, Social
and Governance

Spencer's Retail Limited



ENVIRONMENTAL ISSUES



- 17% Of World's Population Resides In India
- India shares 2.4% of the World Land
- Water Stress Levels Are At 54%
- 11 Out Of Top 12 Polluted Cities Globally Are In India

SOCIAL ISSUES



- Poverty Is Nearly Affecting 18% Of Population
- Complex Labour Law issues
- Gender discrimination still prevails in many parts
- Illiteracy is still a concern in India

CORPORATE ISSUES



- India is still lagging behind its developed market peers
- Overseas companies prefer Indian companies with strong backgrounds
- Good Corporate Frameworks attract more talent and young workers
- India has seen a lot of frauds and illegal activities coming to light



ENVIRONMENT



(E)

Duty
Towards
The Planet

SOCIAL



(S)

Relationship
With External
& Internal
Stakeholders

GOVERNANCE



(G)

Functioning of
the Business &
Conduct of the
Management



Waste Management



Company has stopped using single-use plastic and formulated a policy under EPR to comply with Plastic waste management rules

Prevent Pollution



The Company made a start by installing solar panels in some of our stores helping to reduce the carbon footprint



Climate Change



Company has significantly increased the share of electronic transactions vs physical paper based transactions

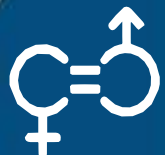
Energy Efficiency



To conserve energy Company has installed energy efficient fittings, automatic lighting, water taps & air dryers



Gender Equality



Company believes in providing equal opportunity to any individual without any discrimination

Customer Satisfaction



Customer satisfaction is the utmost priority for the company even during pandemic our 90% stores were operational

Women Empowerment



Company encourages women employment & it has ~18% women workforce. Promoting women safety causes with Statutory bodies

Labour Rights & Welfare



Company ensures & comply all the laws & regulation relating to employment of labor and discharges all its statutory liabilities on time

Employee Engagement



Company undertakes training programme for its employees; positive work environment, best-in-class people practices which certified the company as "Great Place to Work"

Quality Products



Company has a robust system & high standard quality checking parameters for its private brand products



Ethical Practices



The company has a code of conduct; it has prescribed guidelines & processes for prevention of bribery & fraud; zero tolerance to unethical practices

Stakeholder engagement



The Company's stakeholder engagement practices includes: Shareholders complaints, Voting in Shareholders meeting, Investor Meet, etc

Efficient Management



The Company has efficient management and has strong Board structure with combination of Independent & Non-Independent directors

Strong Internal Controls



The Audit committee comprises of 4 non-executive directors out of whom 3 are independent ensuring strong internal controls

No Fraud or illegal activity



Company has whistleblower policy in place for directors /employees to report concerns about unethical & suspected fraud or violation



CORPORATE GOVERNANCE PLAYS A PIVOTAL ROLE FOR SUSTAINABLE INVESTING AND ESG COMPLIANT COMPANIES HAS THE ABILITY TO OUTPERFORM IN THE LONG TERM





Women Safety and Empowerment

मिशन शक्ति
नारी सुरक्षा
नारी सम्मान
नारी स्वावलम्बन

spencer's
CELEBRATING AND SUPPORTING MISSION SHAKTI
An Initiative by U.P. Government

At Spencer's, we appreciate that workplace safety is of paramount importance to ensure wholehearted and effective participation of women in the economic development of any state. "Mission Shakti", a unique initiative of the Government of Uttar Pradesh has been launched towards this direction. We support this initiative and celebrate the event for women empowerment within our stores.

spencer's
is here to
SERVE YOU!!

VISIT OUR STORES, ORDER ONLINE OR CALL US

Happy to serve the Nation during challenging times

Customer Satisfaction



During the lockdown, our RWA in Gurgaon Golf Course Road was approached by Spencers, sharing a number for assistance. When we used the number, a store associate took our call on whatsapp video and navigated my wife through the full store – sharing prices, new items and reminding her of various household essentials needed. My wife thought that this was the best personalized service she could get with good quality of products as well. Gradually she has now made Spencers her primary source of purchase here in Gurgaon and has also been a strong advocate of the service and product range.



Celebrating the Retail Employee Day



Best in class practices followed





spencer's

Thank You

Spencer's Retail Limited