

BUSINESS RESPONSIBILITY REPORT

OVERVIEW

Future Retail Limited is the flagship Company of Future Group, among India's retail pioneers catering to the entire Indian consumption space. Through multiple retail formats, Future Retail Limited (referred to as "FRL"/ "the Company" hereon) connects a diverse and passionate community of Indian buyers, sellers and businesses. FRL's strategy is in line with its broad objective of being a catalyst in India's consumption-led growth and being a positive agent of change in the communities it serves.

FRL is fully committed to India's socio-economic development and this reflects in the Future Group's commitment to community, environment and to every stakeholder in building a stronger foundation for its long-term sustainable growth. Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, ("Listing Regulations") the Directors of FRL present the Business Responsibility Report (BRR) of the Company for the financial year ended March 31, 2017.

This BRR delineates FRL's endeavours to conduct its business with responsibility and accountability towards all its stakeholders *inter-alia* keeping in mind the Nine principles of the Government of India's 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business' ("NVGs"). This BRR is in line with the format proposed by SEBI.

Part A: General Information about the Company

Sl. No.	Particulars	Company Information
1	Corporate Identity Number (CIN) of the Company	L51909MH2007PLC268269
2	Name of the Company	Future Retail Limited (formerly known as Bharti Retail Limited)
3	Registered address	Knowledge House, Shyam Nagar, Off Jogeshwari - Vikhroli Link Road, Jogeshwari (East), Mumbai - 400060
4	Website	www.futureretail.co.in
5	E-mail id	investorrelations@futureretail.in
6	Financial Year reported	2016-17
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Multi Brand Retail Trade NIC Code: 47 (Retail Trade, except of motor vehicles and motorcycles)
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	i. Apparels / Garments; ii. Foods and Grocery; and iii. Consumer Durables / Electronics
9	Total number of locations where business activity is undertaken by the Company	
	(a) Number of International Locations (Provide details of major 5)	There are no International Locations where we operate
	(b) Number of National Locations	As on March 31, 2017, we have a pan India presence with 901 stores in 240 cities covering various formats of the Company
10	Markets served by the Company - Local/State/National/International	National

Part B: Financial Details of the Company

Sl. No.	Particulars	Company Information
1	Paid up Capital (INR)	₹ 94.36 Crore
2	Total Turnover (INR)	₹ 17,075.09 Crore (standalone)
3	Total profit after taxes (INR)	₹ 368.28 Crore (standalone)
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	<p>With regard to the year under review, the Company was not required to spend any amount on CSR activities, since the average net profits of the Company made during the three immediately preceding financial years, as calculated under Section 198 of the Companies Act 2013 was negative.</p> <p>During the year under review, blood donation camps were held at corporate office and at various stores which has helped the community at large. Further, at periodical intervals, Human Resource Team has conducted Health check-up for employees at various office locations. FRL plans to deploy the required funds in the forthcoming years through the "Sone Ki Chidiya" Foundation, a Group Trust.</p>
5	List of activities in which expenditure in 4 above has been incurred	Not Applicable for the year 2016-17.

Part C: Other Details

Sl. No.	Particulars	Company Information
1	Does the Company have any Subsidiary Company/ Companies?	FRL does not have any subsidiary for the financial year ended March, 2017.
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such Subsidiary Company/ Companies	Not Applicable
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	The Business Responsibility policies are applicable to the management and all the employees of FRL. It encourages adoption of BR initiatives by its Business Partners. Based on dialogue with the suppliers and distributors of FRL, currently less than 30% of other entities participate in the BR initiatives of the Company.

Part D: BR Information

1. Details of Director and BR Head responsible for implementation of the BR policy / policies (DIN, Name, Designation):

Sl. No.	Particulars	Details
1	DIN Number (if applicable)	00005740
2	Name	Mr. Kishore Biyani
3	Designation	Chairman and Managing Director
4	Telephone number	022-61190000
5	E-mail Id	investorrelations@futereretail.in

2. Principle-wise (as per NVGs) BR policy / policies (Replies in Y - Yes / N - No):

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

Principle 1 (P1)	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
Principle 2 (P2)	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
Principle 3 (P3)	Businesses should promote the well-being of all employees.
Principle 4 (P4)	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
Principle 5 (P5)	Businesses should respect and promote human rights.
Principle 6 (P6)	Businesses should respect, protect and make efforts to restore the environment.
Principle 7 (P7)	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.
Principle 8 (P8)	Businesses should support inclusive growth and equitable development.
Principle 9 (P9)	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

a. BR Policies and coverage of NVG Nine principles:

Sl. No.	Questions	Business Ethics	Product Responsibility	Well-being of Employee	Stakeholders	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy / policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Yes, the policies are based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business' released by the Ministry of Corporate Affairs.								
4	Has the policy being approved by the Board? If yes, has it been signed by MD / Owner / CEO / appropriate Board Director?	Yes, the policies have been approved by the Board and signed by the Chairman and Managing Director.								
5	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes, the FRL's officials / respective departments are authorised to oversee the implementation of the policy.								
6	Indicate the link for the policy to be viewed online?	http://futereretail.co.in/investors								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the Company have in-house structure to implement the policy / policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	<p>The Company is working on developing and improving its system for evaluating the implementation of the policies.</p> <p>The policies are evaluated from time to time and updated whenever required.</p>								

b. If answer to S. No. 1 above against any principle, is 'No', please explain why: **Not Applicable**

3. Governance related to BR:

Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.	The Board of Directors of the Company shall assess various initiatives forming part of the BR performance of the Company at least once a year.
Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	The Company is publishing the information on BR in the Annual Report for the financial year 2016-17 for the first time, which is also available on the website of the Company i.e. http://futereretail.co.in/investors/Policies.html

Part E: Principle-Wise Performance

Principle 1: Ethics, Transparency & Accountability

Businesses should conduct and govern themselves with ethics, transparency and accountability

FRL fosters a work culture with high ethical principles and standards and encourages its employees to perform with total integrity, commitment and ownership. Stakeholders are encouraged to conduct its business by adopting highest standards of professionalism, honesty, integrity and ethical behaviour.

FRL through multiple retail formats connects to a diverse and passionate community of Indian buyers, sellers and businesses including national and international brands. The diversity of partnerships helped the Company to strengthen its commitment to professionalism and integrity in business practices.

FRL's Directors and Senior Management are required to abide by a separate Code of Conduct ('CoC'). Their affirmation to the CoC is communicated to all stakeholders by Managing Director, through a declaration in the Annual Report.

FRL is committed in developing a culture where it is safe for all Directors and employees to raise concerns about any poor or unacceptable practice, unethical behaviour, actual or suspected fraud and any event of misconduct or violation of FRL's Code of Conduct or ethics policy through an established vigil mechanism.

FRL has in place the Whistle Blower Policy which provides appropriate mechanism and framework to promote responsible and secure whistle blowing through vigil mechanism. During this year 2016-17, no complaints were received in this connection.

FRL discloses all information required by statutory laws and works with internal and external stakeholders to ensure:

- Quality standards of products and services at stores;
- No false or misleading claims shall be made whilst marketing to customers;
- Fairness and integrity in the procurement process;

- Well-being of the societies in which it operates, adhering to product and food safety parameters of all products retailed through FRL's stores.

In order to lend focus to each of the Nine Principles, these Guidelines have been placed before the Board and adopted on May 23, 2017.

Total 16 investor complaints received in the past financial year have been satisfactorily resolved by the management and no complaint was pending as on March 31, 2017.

The Company has an Internal Complaints Committee (ICC) to redress complaints received regarding sexual harassment. No complaint was received in 2016-17 by ICC.

Principle 2: Products Contributing to Sustainability

Businesses should provide goods and services that are safe and contribute to sustainability throughout their lifecycle.

FRL is committed to offering products and services that incorporate social and environmental concerns, and offer the best possible value to its customers such that it becomes the customers' first choice for quality and service.

Over the past years, it has consciously partnered with supplier partners to retail products that incorporates sustainability concerns whilst fulfilling the customer needs.

FRL operates more than 600 Big Bazaar, fbb and easyday stores in 240 cities across the Country. The home solutions segment include Home Town and eZone. Home Town is a unique one-stop destination for complete home-making solutions.

The operations of FRL are not energy intensive. The corporate office along with its retail stores such as Home Town and eZone are located as far as possible in buildings that are LEED (Leadership in Energy and Environmental Design) certified. The buildings would have addressed issues related to human health and environmental impacts by being resource efficient. Where stores are not located in green buildings, FRL takes adequate measures to reduce energy and water consumption, by utilising energy efficient equipment and lighting.

FRL ensures fulfillment of all its obligations, relating to products that are procured, including compliance with applicable quality, environmental norms, labour compliances and occupational health & safety and other applicable regulations.

FRL encourages its dealers / suppliers to adopt quality, environmental and safety management systems.

Suppliers are provided with managerial and technical assistance to train them on practices and procedures that will facilitate improvements in their deliverables.

FRL endeavours to procure processed and fresh food which is processed and packed by manufacturers in technologically advanced and resource efficient units under controlled conditions, quality certifications and compliance with FSSAI.

FRL's product ranges incorporate environmental and / or social concerns wherever possible:

- Majority of plastic products are made of Virgin Plastic and products that are used for edible purposes are 100% BPA free;
- The non-stick cookware covering in products are PFOA free;
- Certified organic processed food products; and
- Healthy and nutritional foods.

• Sustainable Sourcing

FRL has procurement guidelines that specify quality for each type of product sourced, and it endeavours to source it's finished garments from responsible sources. The task force set up by FRL is in the process of developing procedures for sustainable sourcing, wherever possible.

Procurement teams look for the suppliers' ability to adhere to full quality compliance processes including audits, batch level traceability for sourcing and distribution so as to cater to modern and traditional retail requirements.

FRL procures unique products from local and small artisans, self-help groups and craftsmen throughout the year including festive seasons. Major procurements in the food value chain are from producer cooperatives for small farmers, self-help groups, SMEs and other suppliers.

There were no known incidents of non-compliance with regulations or voluntary codes resulting in fine, penalty or notices received concerning emissions, health and safety impacts of the Company's products in production, use or disposal.

• Product Labellings

FRL ensures to provide products which have appropriate labelling and signages in accordance with the Food Safety and Standards (Packaging and Labelling) Regulations, 2011 notified by the Food Safety and Standards Authority of India (FSSAI) and the Legal Metrology Act, 2009.

FRL ensures that it's garments carry appropriate labelling and signages as per Indian Care Labelling System which provides information in the form of symbols so as to

indicate to customers how the garment must be handled, washed or treated. The content label *inter-alia* provide details like fibre type, fibre content, country of origin and certification labelling (wherever applicable).

FRL discloses requisite information truthfully and factually including the risks to the end user or customers. Wherever required, the Company also educates its customers on safe and responsible usage of their products including guidelines for product handling, storing at customers end and disposal. The same is visibly placed on all product packaging.

• Recycling

FRL does not undertake any manufacturing or production activity which gives rise to products and waste. From time to time, FRL organises a product return policy in exchange for promotional vouchers at its various retail stores which on one hand increases the customers' purchasing power, promotes recycling, and encourages customers to bring back old products or wastes such as paper, clothes, furniture, footwear etc. which in turn are handed over to waste handlers for recycling or for disposal.

Principle 3: Welfare of Employees

Businesses should promote the well-being of all employees

FRL believes that creation of large societal capital is as important as wealth creation for its stakeholders. It aspires to be an employer of choice in Indian retail - offering exciting new possibilities and encouraging people to rise up to new challenges every day.

FRL engages people who are passionate about what they do, who want to make a difference in the lives of customers, and who live its brand pillars of Indianness, valuing and nurturing relationships and leading positive change.

Future Group is an equal-opportunity employer. FRL encourages people to join from all walks of life and by virtue of its operations in more than 25 states and union territories of the Country has a very diverse workforce in terms of religious, linguistic and ethnic backgroups, gender and socio-economic backgrounds. With an inclusive and richly diverse workforce, FRL offers a vibrant, energetic and achievement-oriented environment.

The permanent manpower at FRL as on March 31, 2017 was as follows:

Total Strength	No. of female employees	No. of differently abled
33,467	6,047	68

Employees Well-being

The FRL family includes over 33,000 employees from a large cross-section of social and economic strata. FRL nurtures its employees for ensuring their passion and long term commitment which leads to outstanding professional growth of it's employees and of Organisation as a whole.

FRL promotes an environment of collaboration and meritocracy - an environment that makes challenges enjoyable and rewarding every day. This is achieved through training, communication and building a positive environment.

FRL provides and maintains equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, disability or sexual orientation.

“Driven by aspirations, Future Retail is fuelling a retail transformation in India and finding innovative ways to drive growth. In every businesses that we are in, in every engagement we have entered, in every relationship, our human capital is the first point of leverage. Our people give Future Retail its energy, culture and ideas.”

FRL ensures that its policies and processes concerning labour and human rights are in line with the laws of the land, and is updated from time to time. Trainings on diversity and inclusion are conducted to enhance awareness around these issues.

FRL ensures all its employees enjoy a flexible life and are able to maintain a work life balance through:-

- a) Provision of a flexible time window at the start of and conclusion of the core working period of eight hours a day, which enables employee to plan both his personal life and work activities.
- b) Almost all large stores have ‘Fun Zones,’ that provide space for relaxation, entertainment and games for employees working at the stores.
- c) Provision of paternity and maternity leave as governed by Indian laws and best practices.
- d) Insurance policies such as Medi-claim, ESIC scheme, EDLI and Life security plans have been implemented and collectively cover employees of the Company and their immediate family members as per eligibility.
- e) The Future Group offices, backend offices and stores are disability friendly.
- f) The workspace is ergonomically designed.

FRL takes care to ensure that there is no child labour, forced labour or any form of involuntary labour, paid or unpaid at any of its premises.

Employee growth, Training and Development and Overall well-being

FRL is committed to the growth and development of its human assets. With an empowering, entrepreneurial culture, FRL works with the passion and enthusiasm of our people for renewed success.

FRL ensures continuous skill and competence upgradation of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis. The Company has also been digitizing its talent management platforms and has created multiple web and online based applications for learning and development, internal communication and employee engagement.

In order to further streamline its talent management services and bring about the next generation practices, the Company is rolling out a new HRMS solution, Infor CloudSuite Human Capital Management.

A job analysis is conducted to ensure employees are well equipped in terms of functional as well as skill based competencies required for the job.

Through Individual Development Plans, customised training needs are identified in the Behavioural and Skills areas and the same is imparted to all eligible employees. This has helped us identify and nurture future leaders and bringing fresh energy and perspective to the business.

Along with this, an employee assistance plan is intended to help employees deal with personal and professional problems that might adversely impact work performance, health and overall well-being.

FRL retains employees through diverse trainings concerning overall development of the employee from the Group level to customised growth plans. To this end, FRL implemented numerous training programs that provide its employees, the avenues for advancement:

- GENISIS : FRL's Management Trainee Program aims to develop trainees into future leaders at the Company through on-the-job training, project work and functional implementation.
- Shishya : An initiative that provides an opportunity to develop and enhance skills and knowledge through various educational and learning programs.
- Seekho : An initiative, aimed at encouraging employees who are consistent performers to fast-track their career growth by completing their higher education (MBA) in the retail domain.
- L.E.A.P : Our Leadership Excellence Advancement Program identifies and develops an individual's leadership potential.

The under mentioned percentage of employees were given safety and skill up-gradation training in the reporting period:

- a. Permanent Employees: 35%
- b. Permanent Women Employees : 18%
- c. Differently abled employees: 21%

Collective Bargaining

FRL's employees do not participate in collective bargaining activities. FRL instead ensures all grievances of the employees are addressed through an established grievance mechanism and creating a culture that empowers an employee to communicate and resolve issues amicably. The Chairman regularly interacts with all employees through his email and regular briefings titled, 'Monday Musings', and all employees are encouraged to directly write to him on his email address. Senior leaders in the organization follow an open door policy to hear any grievances, feedback or suggestions.

Occupational Health and Safety

FRL believes in caring for people who work for the organisation. FRL recognises its responsibilities to ensure safety and health of all its stakeholders who work for the organisation and lives near its establishments and visits its facilities. Senior management shall ensure that due compliances of all applicable laws and regulations pertaining to health and safety measures are undertaken on a continuous basis.

- FRL has constituted safety committee and safety representatives for all its stores and offices and has also defined its safety principles.
- Systems for reporting and monitoring various Safety and Environment parameters are defined and circulated. Injury incidents are being reported to the corporate safety team.

Principle 4: Stakeholder Engagement

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

FRL aims to serve as a catalyst that stimulates the use of inclusiveness as a powerful development tool. FRL's manifesto encourages its stakeholders to explore unexplored areas and write new rules to create new opportunities and successes as we believe in our mantra **"Rewrite Rules, Retain Values"**.

FRL is constantly creating future scenarios in the consumer space and facilitate consumption, which *inter-alia* means socio-economic development for customers, employees, Shareholders, associates and partners.

FRL focuses on three key enablers for inclusive growth: employability, innovation and entrepreneurship. While employability helps create a qualified and skilled workforce, innovation and entrepreneurship help drive growth and generate employment.

FRL has identified its stakeholders, understood their level of concern, defined purpose and the scope of engagement. It is committed to maintaining a healthy relation with all their stakeholders.

Shareholders

FRL has an established mechanism for Investor's service and grievance handling with its Registrar and Share Transfer Agent and the Compliance Officer appointed by it. The Board of Directors of FRL has constituted "Stakeholders' Relationship Committee" which periodically ensures that all queries, complaints and grievances reported or received through the investor grievance redressal mechanism, are addressed and resolved on timely basis.

Employees

With fair wages and benefits, opportunities for further development and growth and a better working environment, modern retail offers much more than most alternatives available to such individuals.

FRL engages with its employees to motivate them, boost morale, provide platforms for them to develop and express their creativity, passion and commitment to the task at hand through programmes like:

- "TATTVA" where our employees are given a platform to showcase their talent in Sports, Arts and Cultural events.
- Employee engagement activities include festival celebration like Dussehra, Diwali, Ganesh Chaturthi, Holi etc. and also participating in various activities that takes place during celebration.

Statutory bodies

FRL in its process for ensuring compliances also interacts with various statutory bodies and regulators as and when required. It also maintain its records and ensure compliances, internally and externally.

Suppliers/Vendors

As one of India's premier retail player and one of India's leading home-grown business houses, the Future Group is present across the consumption value chain. Through millions of customers and thousands of suppliers, FRL is conscious of the economic, social and environmental impact of its activities. It fosters a symbiotic relationship with Indian entrepreneurs across communities to create increased self-employment opportunities.

FRL values the diversity of its vendors and engages with number of independent apparel and food suppliers, artisans, producer cooperatives and small farmer communities, on an ongoing basis. FRL supports suppliers to cultivate ethical and fair business practices and give preference to those who demonstrate this.

Consumers

FRL endeavours to build gainful partnerships with consumers to understand their needs and provide the right product and service solutions. FRL adopts and actively encourage the best and fair business practices with its end consumer and brand partners, and endeavours to build solid bonds with them.

FRL enhances consumer's participation through mobile e-commerce, personalised marketing and front end formats. A well-established system is in place for dealing with consumers feedback, complaints and product exchanges. FRL interacts with consumer groups to understand trends, and engages with them at product launches and promotions.

On completion of purchase every consumer is asked to rate the product, the shopping experience at store. Unsatisfactory feedback is analysed and the consumer is contacted for more details. The products packaging provides email details and helpline numbers where they can write in or report for any query or complaint.

With its growing footfalls, specially during peak shopping season, faster checkouts have been a constant

area for improvement. A new scanning and billing system is being introduced even as a number of stores now have sit-down checkout areas.

As a part of the ORM (Online Reputation Management), we connect with every consumer, online. We have a robust technology in place to listen to and monitor, what our consumers are saying about our brands. We identify queries and feedbacks posted on social media platforms, across web, on a real-time basis. Feedback from them are shared with our respective brand's team for taking necessary action within shortest possible time. *(Please refer to Principle 9 below for more details).*

Communities

FRL involves communities surrounding its operations to bring about a positive change in their lives through holistic, sustainable and integrated development.

FRL has identified the disadvantaged, vulnerable and marginalized stakeholders and engages to undertake community mobilization and capacity building. *(Please refer to Principle 8 below for more details).*

Principle 5: Human Rights

Businesses should respect and promote human rights

FRL's human rights policy currently extends to its related entities within the Group. The intent of this policy has been conveyed to all relevant stakeholders. Wherever violations are brought to the notice of the management, it makes every effort to resolve the same.

The contracts with suppliers, contractors and vendors states various compliances to be made by them under applicable labour laws, payment of monthly wages / salaries within prescribed time limits, providing of medical facilities, ensuring contributions of applicable deductions including to PF, ESIC, Gratuity with other retiral benefits.

FRL recognizes and respect the human rights of all stakeholders within and beyond the workplace. It ensures that human rights enshrined in the Constitution of India and is not violated across its operations.

The Company ensures that all individuals impacted by the business have access to grievance mechanisms, and no such complaints were received in the period under review.

Principle 6: Environment

Businesses should respect, protect, and make efforts to restore the environment

FRL endeavours to integrate sustainability principles in its business strategy. FRL strives to conduct its business with environmental accountability, to adopt environment-friendly technologies and energy efficiency in operations while continuously monitoring and reducing emissions. FRL aims to provide products in its basket that integrate environmental and/or social concerns and mitigate impacts.

The EHS policy has been adopted by FRL and has been communicated to various stakeholders on need basis.

FRL continuously seeks to improve its environmental performance, create an environment friendly culture through employee engagement, and encourage the mantra '**reduce, reuse and recycle**'.

Environmental Initiatives

FRL's operations are not energy intensive. FRL's corporate office along with its various retail stores are located in buildings that are LEED (Leadership in Energy and Environmental Design) certified. However, adequate measures have been taken to reduce energy consumption, conserve water and other material resources through:

- Paper bags in place of plastic bags that is provided at all retail stores;
- Packaging of fruits and vegetables are bio degradable in nature;
- Installation of temperature controlled air conditioning systems, water sensor equipment;
- Use of natural lights in offices/store premises;
- Proper signages are displayed at various places in stores and offices to create awareness about water conservation and less usage of papers;
- The digitalization initiative of Future Group launched in February 2017 has resulted in reduction of paper consumption in offices through online challan payments, e-documents and e-reminders amongst others.

Considering that FRL is not a manufacturing unit, the waste generated at its offices / stores is managed as per applicable norms and e-waste generated is disposed through e-waste recyclers.

There were no incidents of non-compliance with regulations resulting in fine, penalty or notices received concerning health and safety impacts of FRL's products in production, use or disposal. There are no show cause and legal notices received during the year which are pending from the CPCB or SPCB at any of the Company's operations.

Principle 7: Policy Advocacy

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

FRL regularly participates in industry events and is a member of the Retailers Association of India (RAI).

FRL is committed to public good, however has not actively advocated or lobbied directly with government officials or institutions. The senior leadership team interacts with various professional bodies and organizations to anticipate and understand the economic scenario, industrial environment, government regulations and advancement of public goods and services. These inputs

are used for defining future growth drivers and works in conjunction with trade bodies.

Principle 8: Inclusive Growth

Businesses should support inclusive growth and equitable development

FRL believes that its business is built around strong social relevance of inclusive growth by supporting the common man in meeting their financial needs. Inclusive growth and business sustainability is at the core of strategy and business practices at FRL.

As a responsible organization, FRL is committed towards the above objective and is keen on developing a sustainable business model to ensure and activate future growth drivers.

Pursuant to the requirements detailed in Section 135 of the Companies Act, 2013 and the Companies (Corporate Social Responsibility Policy) Rules, 2014 issued by the Ministry of Corporate Affairs ("MCA") the Company has developed its Corporate Social Responsibility ("CSR") policy.

FRL plans to deploy the adequate funds in the forthcoming years through the "Sone Ki Chidiya" Foundation, a Group Trust to carry on CSR activities. For further details, you may please refer to the CSR Report annexed to the Board's Report of FY 2016-17.

Principle 9: Value to customers and consumers

Businesses should engage with and provide value to their customers and consumers in a responsible manner

FRL's commitment of providing best quality products and services to customers is supported by its concern for the safety of its customers.

Feedback or suggestions of every nature is taken with utmost seriousness and the attempts are made to satisfactorily close all customer feedback or complaints expeditiously. Feedback include staff helpfulness, range, convenience and store ambiance. Total of 111 consumer cases are pending at the close of the year under review. Around 297 million customers visited the Company's stores through the financial year and around 143 million customer bills were generated.

FRL ensures that its advertising and communications do not mislead or confuse the consumers or violate any of the principles in these Guidelines. FRL ensures display of adequate information on product label in addition to information regarding a product's environmental or social responsibility. *(Please refer to Principle 2 and Principle 4 for more details).*

There are no cases filed by any stakeholder against the Company regarding irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year.