

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company:	L19201WB1931PLC007261
2.	Name of the Company:	Bata India Limited
3.	Registered address:	27B, Camac Street, 1st Floor Kolkata- 700016, West Bengal.
4.	Website:	www.bata.in
5.	E-mail id:	corporate.relations@bata.com
6.	Financial Year reported:	April 1, 2016 - March 31, 2017
7.	Sector(s) that the Company is engaged in (industrial activity code-wise):	Footwear & Accessories NIC Code: 47713
8.	List three key products / services that the Company manufactures/ provides (as in balance sheet):	Footwear & Accessories
9.	Total number of locations where business activity is undertaken by the Company:	
	i. Number of International Locations:	None
	ii. Number of National Locations:	The Company has 4 operational manufacturing units located at (i) Batanagar, 24 Parganas, West Bengal, (ii) Batagunj - Patna, Bihar, (iii) Peenaya Industrial Area, Bangalore, (iv) Sipcot Industrial Complex, Hosur and also operates through more than 1290 retail stores across cities / towns in India.
10.	Markets served by the Company:	The Company has its retail presence mainly in the Metro cities, A-1 cities, Tier-I, II & Tier-III cities in India. For non-urban areas, the Company sells its footwear through its network of around 400 Distributors.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital:	Rs.642.64 Million
2.	Total Turnover:	Rs.24,972.41 Million
3.	Total profit after taxes:	Rs.1,587.48 Million
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):	Rs.60.02 Million, i.e., 3.78% of profit after tax
5.	List of activities in which CSR expenditures have been incurred:	The details of CSR activities undertaken by the Company and CSR expenditures incurred thereon during the financial year 2016-17 by the Company have been provided in the Annual Report on CSR, annexed with the Board's Report.

SECTION C: OTHER DETAILS

1.	Does the Company have any Subsidiary Company / Companies?	Yes, the Company has three Wholly Owned Subsidiaries (WOSs) as on March 31, 2017, viz., (i) Bata Properties Limited, (ii) Coastal Commercial & Exim Limited and (iii) Way Finders Brands Limited.
2.	Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent Company?	The operations of these WOSs being insignificant, presently there is no direct participation by these WOSs in the BR initiatives of the parent Company.
3.	Does any other entity / entities (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%]	<p>Yes. The Company actively supports and encourages its suppliers and other stakeholders to participate in the BR initiatives of the Company. The Company ensures prohibition of child labour and forced labour in its workplaces and refrain itself from engaging with such vendors, suppliers and distributors who engage child labour or forced labour in their business operations.</p> <p>At present the Company does not have any established mechanism to ascertain the level of participation of the vendors, suppliers, distributors, etc. in various BR initiatives of the Company. Hence, it is difficult to quantify the percentage of such entities for disclosure purposes.</p>

SECTION D: BR INFORMATION

1.	Details of Director responsible for BR:	
(a).	Details of the Director responsible for implementation of the BR policies:	
	1. DIN:	03438046
	2. Name:	Mr. Rajeev Gopalakrishnan
	3. Designation:	Managing Director
(b).	Details of the BR head:	
No.	Particulars	Details
1.	DIN:	03438046
2.	Name:	Mr. Rajeev Gopalakrishnan
3.	Designation:	Managing Director
4.	Telephone Number:	(0124) 3990500
5.	E-mail id:	head.brinitiatives@bata.com;

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

(a) Details of compliance (Reply in Y/N)

		Business Ethics	Product Responsibility	Wellbeing of Employees	Stakeholder Engagement & CSR	Human Rights	Environment	Public Policy	CSR	Customer Relation
Sl. No.	Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
1.	Do you have 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)	The Policies of the Company generally conform to the Principles of National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business, issued by the Ministry of Corporate Affairs, Government of India in July, 2011.								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD / owner / CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	The Policies which are mandatorily required to be uploaded on the Website of the Company have been uploaded on www.bata.in and are available at the link http://bata.in/bataindia/a-36_s-181_c-42/investor-relations.html under the - "Investor Relations Category."								
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?***	Y	Y	Y	Y	Y	Y	Y	Y	Y

* The Company also takes inputs / supports from outside Agencies, whenever considered necessary, in preparation and implementation of respective Policies in order to adopt the best industry practices.

** Audit / evaluation of the working of these Policies had been conducted by the Internal Audit Team of the Company.

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

- Not Applicable.

3. Governance related to BR

a.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.	The Board of Directors of the Company has constituted a 'Business Responsibility Committee' to assess the BR performance on an on-going basis and BR Head updates the committee. A detailed presentation was made before the Board of Directors on annual basis.
b.	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	This is the first BR Report of the Company for publication. The BR Report for the financial year 2016-17 may be viewed on the website of the Company www.bata.in or is available on the link http://bata.in/bataindia/sc-181_cat-42/investor-relations.html . The Company has plans to publish the BR Report annually.

SECTION E: PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1: BUSINESS SHOULD CONDUCT AND GOVERN THEMSELVES WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

The Company considers Corporate Governance as an integral part of good management. The Board of Directors of the Company has adopted a Code of Conduct and Business Ethics (along with Anti-Bribery and Corruption Directives). The Company has introduced a vigil mechanism across all its functions and establishments through a Whistle Blower Policy as approved by the Board of Directors of the Company and has uploaded the Whistle Blower Policy on the website of the Company: www.bata.in. The Code of Conduct is applicable to the Board of Directors and all employees of the Company and its subsidiaries. An annual affirmation on compliance and adherence to the Code of Conduct and Business Ethics is taken from the Directors and Senior Managerial Personnel including Functional Heads. The Anti Bribery and Corruption Directive and the Ethical View Reporting Policy also extends to the Company's business Partners, e.g., suppliers, vendors, distributors, contractors, etc.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

In addition to the introduction of a Whistle Blower Mechanism to enable all stakeholders to freely communicate their grievances, the Company has also implemented its Policy under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and uploaded the same on the website of the Company, www.bata.in. The Company has also created an exclusive E-mail Id: share.dept@bata.co.in, to enable the Shareholders/ Investors of the Company to communicate their grievances directly.

During the financial year ended March 31, 2017, the Company did not receive any complaint from its stakeholders under the Whistle Blower Policy or under the Policy on prevention of Sexual Harassment of Women. However, the details of complaints received and resolved during the year under review have been provided in the Corporate Governance Report included in this Annual Report.

PRINCIPLE 2: BUSINESS SHOULD PROVIDE GOODS AND SERVICES THAT ARE SAFE AND CONTRIBUTE TO SUSTAINABILITY THROUGHOUT THEIR LIFECYCLE

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

- i. The Company is manufacturing Safety shoes and selling to different Industries for using by their workmen to get the opportunities towards less risk for their life.
- ii. The Company has also replaced Natural Resourced Rubber & Leather by synthetic EVA (Ethylene Vinyl Acetate) in Sole making & PU coated PVC in Shoe upper making respectively.

iii. The Company has also introduced usages of recycled waste Rubber from Tyre Industries for Rubber outsole making.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

(a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

Consumption per unit of Production	Current Financial Year 2016-17	Previous Financial Year 2015-16
Electrical Energy (Kwh per pair of Shoes)	0.64	0.66
Thermal Energy (Equivalent kwh per pair of shoes)	0.53	0.69
CO2 Emission (Kg CO2 per pair of Shoes) [consider : 0.537 kg CO2 /1 kwh Grid electricity & 0.268 kg CO2 / kwh fuel oil]	0.49	0.54

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

Although the shoe manufacturing process does not have broad based impact on energy, yet the Company continuously takes appropriate measures to reduce the consumption of thermal and electrical energy and water. The Company has installed modern and efficient machineries across its manufacturing units and has been able to save usage of energy and water. The Company also continuously encourages its employees to save natural resources of the mother earth, e.g., energy and water, wherever possible. During the financial year ended March 31, 2017 the Company achieved 14% reduction in consumption of energy in its manufacturing units across India and also achieved 1% reduction in consumption of water in its manufacturing processes.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Yes. The Company has established an internal mechanism of continual improvement towards sustainable excellence, improving its manufacturing system to create a safe work place and offers endless opportunities to our employees to excel and exploit their potential. The use of appropriate mode of transportation is a continuous part of effective supply-chain mechanism and the Company's endeavor to reduce transport related environmental impacts is an ongoing process.

Major associates of the Company, who are engaged in supplying of maximum level of raw materials for shoe manufacturing process in all manufacturing units across India, are located nearby to the respective units. This helps the Company minimize its transportation cost and environmental impact.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes. The Company has taken necessary steps to procure goods and services from the local and small producers surrounding its manufacturing units and enhancing their capabilities for a sustainable growth. The Company always prefers to procure goods and services, e.g., Security / Housekeeping / loading-unloading operations, etc. from nearby suitable source of supply.

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Yes, the Company has introduced the mechanism to recycle its products and wastes to maintain the ecological balances of the mother earth. Such initiatives of the Company include, the following:

- The wastes -EVA packing bags are now recycled during EVA mixing process.
- Rubber / PVC / EVA wastes are recycled during mastication process.
- Waste water after STP at Company's Bataganj Factory is being used for gardening and road washing purposes.
- Used / waste oil, generated from different machines in manufacturing units are sold only to the agencies approved by the Central Pollution Control Board for recycling and re-using elsewhere in other industries.
- Different scrap materials, e.g., leather cuttings / waste papers / metallic parts, etc. are being sold to the outside agencies for their uses elsewhere in other industries.

PRINCIPLE 3: BUSINESS SHOULD PROMOTE THE WELL BEING OF ALL EMPLOYEES**1. Please indicate the Total number of employees.**

As on March 31, 2017, the Company has total number of 8,034 employees.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

Out of the above, 3,366 persons were hired on temporary/ contractual/casual basis.

3. Please indicate the Number of permanent women employees.

There are 171 permanent women employees.

4. Please indicate the Number of permanent employees with disabilities.

NIL

5. Do you have an employee association that is recognized by management.

Yes, there are recognized trade unions in the manufacturing units of the Company as recognized by its management. These trade unions are affiliated to various central trade union bodies.

6. What percentage of your permanent employees is members of this recognized employee association?

53.66%

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

During the financial year ended March 31, 2017, the Company did not receive any complaints relating to child labour, forced labour, involuntary labour or under the Policy of prevention of sexual harassment of women at workplace or for discretionary employment.

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

(a) Permanent Employees: 60%

(b) Permanent Women Employees: 30%

(c) Casual/Temporary/Contractual Employees: 40%

(d) Employees with Disabilities: Not Applicable

PRINCIPLE 4: BUSINESS SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS, ESPECIALLY THOSE WHO ARE DISADVANTAGED, VULNERABLE AND MARGINALIZED**1. Has the Company mapped its internal and external stakeholders?**

The Company understands the requirements of its various stakeholders. However, the Company is in the process of mapping its key internal and external stakeholders for a better understanding of their concerns and expectations.

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

Once the mapping is finalized, the Company will be able to identify its various categories of stakeholders and include them in the business process accordingly.

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

The CSR programs of the Company has been designed in such a manner that it ensures benefits to the poor, needy, underprivileged, deserving and the socio-economic backward communities of the society at large. The Company has been actively associated with the Bata Children's Program (BCP) initiatives of Bata Shoe Organization (BSO) globally, towards improving the lives of the underprivileged children, especially the girl children.

PRINCIPLE 5: BUSINESS SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company's Code of Ethics as well as Suppliers' Code of Conduct covers all aspects of human rights. These policies are also extended to all business partners and stakeholders of the Company including its Suppliers, Contractors and partner NGOs.

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

NIL

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

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

The Company's Environment, Health & Safety (EHS) Policy extends to cover the Company and all its relevant Stakeholders, viz, Suppliers, Contractors, near its operational areas, etc.

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

The Company has taken necessary steps towards reduction of GHGs emission in its manufacturing process and has a clear roadmap to reduce the concerns relating to the global warming.

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

The Company has identified potential environmental risks in its manufacturing units across India. Necessary steps and safeguarding measures have been taken and monitored by the Company to reduce its impact on the environment.

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

No.

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

The Company has taken up several initiatives on clean technology, energy efficiency and renewable energy, e.g., Waste Heat Recovery System (WHRS) at its manufacturing unit at Batanagar, West Bengal.

The Company has taken up several initiatives on clean technology, energy efficiency. Etc. e.g., all manufacturing units are equipped with effluent treatment plants, which are working efficiently & effectively to meet the Pollution Control Board's standard towards discharging treated effluent. On "Clean Ganga" initiatives of Central Government, "Zero Effluent Discharge" vision is implemented at Bataganj factory by utilizing treated effluent for gardening & in wash rooms. Special thrusts are given on Waste Management, Conservation of energy, water and natural resources.

On Water Conservation initiatives, Rain Water Harvesting Plant was established at the factory at Bangalore during the year 2010 and it is working efficiently and effectively towards utilization of rain water. On Energy Conservation initiatives, at Batanagar factory Bio-fuel based Briquette fired boiler is running efficiently & effectively by replacing fossil fuel oil fired boiler and also introduced various low energy sensitive equipments by replacing high energy consumed devices. Further, in all factories, Company has moved to Water Based (WB) adhesives from petroleum Solvent Based (SB) adhesives. At Batanagar, asbestos roof are being replaced by metallic sheets in phased manner.

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

Yes, emission/waste generated by the Company are within the permissible limits prescribed by CPCB / SPCB.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

The Company did not receive any show cause / legal notice from CPCB / SPCB during the financial year ended March 31, 2017 and no show cause / legal notice related to CPCB / SPCB are pending with the Company as on the end of financial year.

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

1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company believes that conducting business as a good corporate citizen of the Country enhances brand value and leads to a sustainable growth. The Company has been associated with several associations in the corporate industry, viz.,

- a. Confederation of Indian Industry (CII).
- b. Council for Footwear Leather & Accessories (CFLA).
- c. Retail Association of India (RAI).

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Yes, the Company has worked with the organizations in the following areas:

- a. Structural changes in policies to boost growth of the footwear industry.
- b. Sustainable practices in disposal of Hazardous waste and on different EHS practices.
- c. Elimination of unfair labour practices including child labour in the Footwear industry.

PRINCIPLE 8: BUSINESS SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

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

The Company from its very inception, has been involved with charities and a host of philanthropic and social activities. Recognizing communities and employees as the key success factors for business prosperity, the Company remains committed to their development. The CSR initiatives of the Company ensures its commitment to operate in an economically, socially and environmentally sustainable manner, in the best interest of all the stakeholders.

During the financial year ended March 31, 2017, the Company focused on promotion of educational initiatives by supporting the schools near its operational areas. It contributed to the 'Swachh Bharat Abhiyan' campaign undertaken by the Government of India by building toilets and providing facilities for drinking water and hand wash in the semi-urban and rural schools. It also participated in the 'Skill India' campaign undertaken by Government of

India by enhancing employability skills of the underprivileged youth. The Company has been engaged in undertaking educational awareness workshops amongst the school children and also engaged in donation of shoes amongst the underprivileged kids and communities at large with the aim to eradicate poverty, promote preventive healthcare and promote education.

During the year under review, the Company has been associated with 19 schools and touched lives of about 10,000 school children through various programs. The Company imparted training to 839 youth in retail sales employability training program under the 'Skill India campaign', with 67% of them gaining placements and is in the process to build nearly 125 school toilets along with providing 18 drinking water and hand wash facilities to the school children under the 'Swachh Vidyalaya campaign'. The Company also maintains these toilets and builds capacities of the school children and authorities as per the guidelines of Minimum Swachh Vidyalaya Package of the Ministry of Human Resource Development, Government of India.

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

The Company's CSR activities are undertaken by an internal dedicated team. The Company partners Non-Governmental Organizations (NGOs), Government Institutions and well known Corporate Bodies in designing and implementation of selected projects.

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

The Company conducts periodic assessments for its projects under the CSR programs. This includes baseline and end-line surveys by the end of the project. Based on the findings of the surveys, the effectiveness of the program is measured against the CSR KPIs for the Company. The continuous monitoring and evaluation mechanisms throughout the project cycle helps in improvement of the quality of project and achieve maximum results to ensure benefits to the stakeholders.

4. What is your Company's direct contribution to community development projects and the details of the projects undertaken:

During the financial year ended March 31, 2017, the Company has spent a total amount of more than Rs. 60 Million towards various CSR projects. The details thereof have been provided in the Annual Report on CSR as attached to the Board's Report. A brief summary thereof is as under:

Sl. No.	Focus Area	Amount (Rs. in Million)
1.	Promoting Education at Schools	9.74
2.	Promoting Health and Sanitation	16.88
3.	Eradicating Poverty through Happy Feet Initiative	24.82
4.	Promotion of Sports amongst the Youth	1.00
5.	Sustainable Environment- Repair & Building of Rain Water Harvesting Structures	0.80
6.	Promotion of Skill Development	6.78
Total		60.02

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

Before initiating a community development project, a comprehensive base line survey is conducted to identify the local needs, stakeholder commitments and it also helps in creating a buy-in from the local communities. The Company believes in participatory approach while planning and implementing the community development initiatives. The Company's CSR projects at several locations are developed in consultation and participation with various stakeholders including the local communities. Each location has an independent program implementation committee which ensures planning and implementation of projects, periodic reviews and information sharing with stake holders. The local committees work under the overall guidance and framework defined by the Corporate CSR Team of the Company.

PRINCIPLE 9: BUSINESS SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

During the year under review, the Company has further strengthen its Customer Care Team and complaints redressal processes for speedy resolution of customers complaints. As on March 31, 2017, an insignificant number of complaints was in the process of being resolved and the same has been amicably resolved subsequently.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)

Considering the nature of product manufactured and sold by the Company, it is not necessary to display additional product information on the product labels.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

No.

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

Yes, the Company had recently obtained the Customers' Shopping Experience Feedback through its various key retail stores.
