



Environmental, Social & Governance



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Environment

Compliance with environmental regulations

This Compliance with Environmental Regulation (**"Policy"**) of Droom Technology Private Limited (**"Droom"**) sets out environmental leadership in all its business activities. Droom provides policies to provide a safe, healthful workplace, protecting the environment, conserving energy and natural resources. With these policies in place, we believe that we can achieve a healthy and safe environment. Per this Policy, Droom complies with all environmental laws and manages all phases of its business in a manner that minimizes the impact of its operations on the environment. To further this Policy, Droom shall:

- Comply with applicable environmental laws and regulations and voluntary commitments to which Droom subscribes.
- Eliminate, or reduce to the maximum practical extent, the release of contaminants into the environment, first through pollution prevention then recycling, and finally through treatment and control technologies.
- Provide a safe and healthful workplace and ensure that personnel is properly trained with the appropriate safety and emergency equipment.
- Be an environmentally responsible neighbor in the community where we operate, and correct incidents or conditions that endanger health, safety, or the environment.
- Conserve natural resources by adopting pollution prevention practices. Ex: extending the life of equipment through preventive maintenance scheduling, purchasing and reworking used equipment, etc.
- Develop and improve operations and technologies to minimize waste, and other pollution, minimize health and safety risks and dispose of waste safely and responsibly.
- Ensure the responsible use of energy throughout our business, including conserving energy, improving energy efficiency, and giving preference to renewable over non-renewable energy when feasible.
- Participate in efforts to improve environmental protection and understanding. Sharing appropriate pollution prevention technology, knowledge, and methods with other farms.
- Utilize and promote cooperation and understanding with the public and government agencies in developing economically feasible and environmentally sound wastewater treatment objectives.
- Meet and exceed all applicable laws set and adhere to stringent requirements no matter where we do business.
- Promptly report all noncompliance issues under applicable governmental reporting requirements, evaluate causes of noncompliance, and implement corrective actions.
- Establish procedures for periodic review of environmental compliance with all laws and regulations.
- Establish procedures to ensure all those employees are knowledgeable of, understand, and comply with all applicable environmental laws and regulations.
- Promptly correct any practice or condition, not in compliance with this Policy.

The said Policy applies to all Droom employees, contractors, subcontractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom.



Green Products

Droom's Green Product policy provides support in creating a framework for environmentally sound management. Per this policy, Droom complies with all the applicable laws and manages all phases of its business. Under this policy, Droom:

- Adheres to all the legal/regulatory compliances as applicable while applying green product policy
- Has environmental responsibility as the core of its corporate strategy
- Strives to offer vehicles that are not only safe, practical, and comfortable, but also environmentally friendly
- Focuses on emphasizing sales of Electric and hybrid vehicle
- Aims to become a role model for a modern, transparent, and successful enterprise in terms of integrity by installing and controlling effective management systems covering the environmental impacts of our mobility solutions

Air Emissions

Per this policy, Droom complies with all the applicable laws and manages all phases of its business. To further this policy, Droom:

- Promotes and emphasizes electronic vehicles expanding to our franchise
- Aims to adopt solar energy in our offices and premises
- Incorporating energy-efficient building designs where applicable
- Implementing automated energy management solutions to reduce energy consumption
- Retrofitting existing high energy-consuming devices and equipment to maximize performance while consuming less electricity
- Incorporating energy efficiency at our data centers, by reducing server rack space, using Lithium-ion batteries in UPS devices, and use ozone-friendly refrigerants for cooling.

We are committed to maintaining the highest levels of ethical standards of integrity, corporate governance, and regulatory compliance. These parameters form the bedrock of our corporate governance policy. We have proactively upheld good governance practices and are constantly striving to enhance our standards. Our Board of Directors is responsible for setting the course for and evaluating our performance with regards to corporate governance. The parameters of evaluation include compliance, internal control, risk management, information, and cybersecurity, customer service, social & environmental responsibility.

- Driving a performance-oriented culture by aligning incentives with performance targets
- Having an effective board structure enables faster decision-making for rapid growth.
- Regular training on topics related to compliance, regulation, and data protection.



Energy & Water

Per this policy, Droom complies with all the applicable laws and manages all phases of its business. To further this policy, Droom:

- Takes preventative actions for identified risks, long-term and short-term targets, supply chain targets, water quality targets
- Tracks water use data, supply chain water use, % of operations in water-stressed regions, % of suppliers in water-stressed regions, reporting against targets and verification
- Aims at reducing water usage continuously, and undertake transformational initiatives (e.g. technologies or innovations resulting in significant improvements in water efficiency)
- Plans to promote the use of renewable energy at branches and offices wherever feasible
- Will install solar water heating system

Natural Hazards

Per this policy, Droom complies with all the applicable laws and manages all phases of its business. To further this policy, Droom:

Storage Policy

We are following and adhering to the storage guidelines of EPA (Environmental Protection Agency).

1. Storing in original, unopened containers at or below 25° C
2. Keeping away from any fire and electric hazards
3. Storing the materials with the controllable capacity
4. Storing in a dark place (away from the exposure of direct sunlight)
5. Storing in a spill-proof container/ bottle

Safety Instructions & Precautions

1. Technician mixing any chemical is in full safety gear i.e.- Jumper Suite, Safety Gloves, Safety Goggles, and Mask
2. No part of the technician's body is exposed while handling/ mixing the chemical
3. Extreme caution is used while handling the raw material
4. Chemicals and swabs are carried in thermally insulated box only

Hazardous Instructions & Precautions

1. If Chemical is Inhaled:
 - Call poison control Centre or doctor for treatment advice
 - If the person is not breathing, call an ambulance, then give artificial respiration
2. If Chemical goes in the eyes:
 - hold eyes open and rinse gently with water for 15-20 mins
 - Call poison control Centre or doctor for treatment advice
3. If Chemical in Skin or Clothing:
 - Take off contaminated clothing
 - Rinse skin immediately with plenty of water for 15-20 mins
4. If Chemical swallowed:



- Call poison control Centre or doctor for treatment advice
- Let technician have a glass of water if able to swallow
- Do not induce vomiting unless told to do so by a doctor or poison control Centre
- Do not give anything by mouth to an unconscious person

Waste/ End of life

Per this policy, Droom complies with all the applicable laws and manages all phases of its business. To further this policy, Droom:

- Adheres to all the legal/regulatory compliances as applicable while applying waste/or end-of-life management policy
- Describes the end-of-life management stages for Droom's equipment and their hierarchy based on the principle of waste prevention (e.g., reuse, recycle, recovery, refurbishment, disposal) to protect human health, the environment, as well as support sustainable development
- Ensures the reuse of the equipment complies with the applicable requirements and does not lead to environmental or social risk
- Ensures that the reuse or recycling of the equipment or components has no adverse effects on human health and the environment and no negative impact on economic growth and the development of healthy markets
- Ensures that every department or individual involved in the process of E-waste/ or end-of-life management shall have the defined roles and responsibilities
- Ensures to have a suitable storage space which is sufficiently large to store all the waste

Packaging

Per this policy, Droom complies with all the applicable laws and manages all phases of its business. To further this policy, Droom:

Packaging Materials

Packaging must protect the product from the environment and the environment from the product. We take environmental issues into account in making packaging decisions.

1. We avoid the use of excess packaging materials and are reducing the use of plastic in our packaging
2. Our packaging must be recyclable, compostable, or reusable
3. We favor renewable packaging materials: cardboard, paperboard, paper, and bio-based plastics
4. Our biodegradable plastic packaging must meet the composability requirements of ISO 13432 (Packaging Recoverable Through Composting & Biodegradation)

Commonly used packaging materials include:

1. Plastic Bottles
2. Cardboard Box
3. Bubble Wrapper
4. Thermocol Box
5. Iced Gel Packs
6. Sealing Tape



7. Masking Tapes
8. Stretch Film

General Packaging methods

We follow these general guidelines for the two most popular packing methods, plus recommendations for odd- or irregular-shaped shipments.

1. Single Box Packaging Method
2. Box-in-Box Packaging Method
3. Package Sealing (**H Tapping Method**)
4. Thermocol Box



Social

Consumer safety

This Consumer Safety Policy (“Policy”) of Droom Technology Private Limited (“Droom”) sets out to reflect the core principles, which the Droom always observes in their dealings with the consumers. Per this policy, Droom complies with all the applicable laws and manages all phases of its business in a manner that minimizes the impact of its operations on the consumers. To further this policy, Droom:

1. Adheres with all the legal/regulatory compliances as applicable for consumer safety while creating a framework for which Droom subscribes.
2. Ensures to identify the Droom servers where consumer personal information is stored and shall take all the necessary precautions against any kind of hacking or leakage of consumer data stored with Droom.
3. Ensures to safeguard the privacy and protection of consumer data provided to Droom.
4. Ensures to have an internal risk management framework that defines relevant regulatory provisions to mitigate risks from misuse of consumer data, financial data, or any other related information shared by the consumer.
5. Ensures that offering documents of products and services contain the information necessary for consumers to be able to make an informed judgment of the product or service.
6. Droom and all its related company websites have their respective Terms of Use and Privacy Policies for consumers in place and are updated regularly as per applicable laws and compliances.
7. Droom undertakes and Complies with the applicable laws and has the Terms of Use and Privacy Policy in place which are also updated which include the terms and conditions governing their relationships with sellers, a description of any differentiated treatment between goods and services, or sellers under the same category.
8. Uses a variety of communication channels to disclose clear and accurate information to the Consumers. Such communication channels are available to the public without any need for special access requirements, which may entail additional expenses. Communication channels should be sufficiently accessible to the Customers and users of Droom and all its related websites.

Fair Disclosure & Labelling

Droom’s Fair Disclosure Policy formulates the framework and code of practices and procedures to be followed concerning the disclosure of events/ occurrences and the information of Droom’s employees, vendors, and consumers. Per this policy, Droom complies with all the applicable laws and manages all phases of its business in a manner that minimizes the impact of its operations on the consumers. To further this policy, Droom:

1. Adheres to all the legal/regulatory compliances as applicable for consumer safety while creating a framework for which Droom subscribes
2. Does not discuss any information of the consumer or any other person associated with Droom on any other platform except Droom or any other online social networking sites without their consent
3. Ensures that it must maintain the confidentiality of the information shared by the Customers



4. Ensures not to discuss or share any data or information of the consumer with any other persons, except as required in furtherance of legitimate purposes or performance of duties or legal obligations
5. Ensures that any person in receipt of any such information from Droom shall be considered an “insider” for the Policy. Further, such person in receipt of the information shall also ensure compliance with all applicable provisions of the Company’s Insider Trading Code about sharing/disclosure
6. Ensures that any information that may be potentially construed or classified specifically by Droom as “sensitive information” would be dealt with only on a ‘need to know’ basis
7. Ensures a fair disclosure of the consumer information and have the respective Terms of Use and Privacy Policies in place and are updated regularly as per applicable laws and compliances
8. Ensures that subsequent queries/clarifications be responded to only by way of official email, meetings, over the phone (including SMS) and shall be addressed only to concerned persons

Community relations

The community relations policy of Droom is inspired by our Founder & CEO Sandeep Aggarwal’s mission to build an inclusive India by addressing our nation’s multifaceted development challenges and contributing to its collective aspirations.

Droom works in a way that not only continues to provide an appealing opportunity and returns for its stakeholders but also reduces our environmental footprint and aids in the replenishment of the planet, all while extending a helping hand to the community. Through well-structured programs and initiatives, Droom will continue to add value to the country’s vulnerable groups. Our umbrella of social projects, ‘Droom Cares,’ & Sandeep Aggarwal Foundation has had a positive impact on millions of people and has aided in the empowerment and strengthening of communities and their livelihood.

Our community relations actions are aligned with our Vision and Mission and will be focused not only on offices but also on other regions based on community needs.

There are six intervention areas that our community relations policy is focused on:

1. COVID – 19 supported initiatives:
 - Working with Corona Warriors, Health Workers, Sanitation Workers, and others in their fight against COVID-19
 - Assisting migrant workers and underprivileged populations in obtaining nutritious food, medications, and preventative measures
 - Tie-ups with several on-ground associations for distribution of food materials to migrants and underprivileged during COVID pandemic
 - Utilizing our products in keeping high touch points safe and secure with our Germ Shield product
2. Promotion of Education especially among underprivileged and differently abled kids:
 - Sponsoring one-year education of underprivileged children
 - Supporting other educational institutions
 - Improving educational facilities like making laptops accessible to the students
 - Supporting children for higher education



3. Aligning with the government's PMKVY scheme and promoting skill development:
 - Employment and livelihood enhancing skills and imparting Life Skill Training and livelihood enhancement projects
 - Providing life skill training and absorbing them as a part of the ECO Ninja team of Droom
4. Conservation of natural resources and creating ecological balance:
 - Under the Sandeep Aggarwal foundation, we strongly promote the values that we cannot afford to compromise with the ecological balance that includes flora and fauna, water, and our whole environment.
 - Plantation drives in schools, villages, our manufacturing units & offices/business premises and other areas in general
 - Protection of flora and fauna
 - Promoting biodiversity
5. Promoting Gender Equality and Empowering Women through:
 - Employment and livelihood enhancing vocational skills and projects and other Life Skill Training and livelihood enhancement projects.
 - Adult literacy for women
 - Helping combat sex trafficking
 - Setting up homes for women & orphans
6. Promoting health care, particularly preventive health care, through public awareness campaigns, health screenings, and the provision of drugs and treatment services:
 - Improving sanitation and making clean drinking water available
 - Accessibility of medical devices and equipment in times of need
 - Providing access to vehicle turned ambulances in difficult times like Pandemic
 - Program for preventing diseases and building immunity and well being

Health & Safety

This Work Health and Safety policy of Droom aims at providing and maintaining a safe and healthy workplace for all employees, visitors, and anyone else who may be affected by our business operations.

The objective is to minimize the number of instances of occupational accidents and illnesses and ultimately to achieve an accident-free workplace. Management will:

1. Abide by all applicable OH&S laws, regulations, codes of practice, and standards.
2. Ensure the business complies with all legislation relating to health and safety.
3. Eliminate or minimize all workplace hazards and risks as far as is reasonably practicable.
4. Provide information, instruction, and training to enable all employees to work safely.
5. Consult with and involve employees on matters relating to health, safety, and wellbeing.
6. Maintain emergency, fire protection, and security systems and facilities to protect people, the environment, and property.

Employees will:

1. Take reasonable care for their health and safety.



2. Follow safe work procedures, instructions, and rules.
3. Participate in safety training.
4. Report health and safety hazards.
5. Report all injuries and incidents to HR.

Our goal is to provide a safe and healthy work environment that is free from workplace injury and illness. This will only be achieved through the participation, co-operation and commitment of everyone in the workplace.

Human Resource

Human Resource (HR) ("Policy") of Droom Technology Private Limited ("Droom") sets out guiding principles on various processes and policies related to human resources of the Droom. This Policy governs Droom's business decisions and actions throughout the areas where human resource is involved and applies equally to corporate actions and to the behavior of individual employees in conducting Droom's business. The Policy formulates minimum requirements of behavior for all Droom's employees, whether permanent or contractual, having a business association with Droom.

The said Policy applies to all Droom employees, contractors, consultants, and all third parties having a business association with Droom. The following policy sets a series of ground rules Droom commits to follow and implement in all aspects of its owned and operated businesses. It is our explicit and clear intention to shape our practices according to lawful and ethical conduct based on the below principles:

- 1. Commitment towards employees & obligations of employees with laws, rules, and regulations:** Droom values its employees as a key resource. An atmosphere of good employee communication, involvement, and responsibility is of central importance, and an employee's personal development and optimum use of talents are encouraged. Droom promotes equal treatment for all its employees regardless of personal background, race, gender, nationality, age, sexual preference, or religious belief and ensures the health and safety of all its employees. The same applies to the recruitment of employees in Droom. Further, Droom recognizes and respects the freedom of its employees within the framework of local law, regulations, and prevailing labor relations and employment practices. Droom will do all that is reasonable and practicable to protect the health and safety of its employees. Droom also complies with the remuneration and working hours as per the local labor laws and shall be always in line with the prevailing industry norms. This Policy requires each Employee to act in good faith, with honesty and integrity, with due care, and without misrepresenting facts or allowing independent judgment to be subordinated to personal interests. Employees are required to comply with all applicable governmental laws, rules, and regulations, both in letter and in spirit.
- 2. Employment agreement and contract:** All employees of Droom permanent, contractual, consultant, or third party, are bound by employment agreement and contractual terms and conditions decided during the hiring process. The terms and conditions of the employment agreement may differ based on the role and responsibilities of an employee.



3. **Equal opportunity for growth:** Droom keeps employee growth and satisfaction at the highest level. Droom is committed to providing equal opportunity for growth and promotes equal treatment for all its employees regardless of personal background, race, gender, color, nationality, age, sexual preference, or religious belief. Providing a transparent and communicative atmosphere for all employees is the key responsibility. The same applies to the recruitment of employees in Droom. Each candidate goes through a similar level (based on the position) of the fair interview process
4. **Employee retention:** At Droom we maintain a high-performance-centric culture. Based on individual's performance we would like to make high retention for top performers. In the event of resignation, Droom has a defined process to identify the pain points of the employee and take necessary actions wherever possible to maintain a high retention rate for top performers
5. **Employee benefits:** Each employee is entitled to Festival and National Holidays and leaves as the company policy. Employee health is important to us. Droom does not discriminate against people with disabilities or health conditions, and we want to do everything possible to help employees stay healthy. Droom offers multiple insurance medical coverage to all employees and their dependents including a special policy for covering COVID-19 expense
6. **Reward and recognition:** Droom is committed to employees and will strive to offer a workplace that supports them through Open communication, Transparency, Meritocracy, Recognition, Career Progression Opportunities, Supervision, and Training & Development. Droom has a formal process of reward and recognition to ensure that employees are motivated and strive for better. At Droom, there are different types of awards such as Spot award (given to individuals), Team Awards (given to out-performing teams), and Founder's Award (give to exceptional performers). All the awards are given purely based on the performance of an employee
7. **Health And Wellness:** Droom is committed to creating a healthy and happy workplace. Droom runs various mental and health wellness programs for employees. To ensure each employee's physical and mental wellness, sessions for Zumba, yoga, meditation, and massage therapy are organized at frequent intervals
8. **Women safety and benefits:** Droom has a Zero tolerance policy on the Prevention of Sexual Harassment and has an Internal Complaints Committee (ICC) that investigates cases of sexual misconduct and investigates them through a fair and transparent process. All permanent women employees can also avail special maternity leaves in case of pregnancy. Droom will continue to promote and protect the well-being of all its women employees
9. **Training:** For effective productivity and growth different training and learning programs are designed. These pieces of training are useful to upskill the current resources and create an environment of growth and opportunities. These training programs help in the career development of the employees.



10. **Labour law policy:** Droom supports and respects human rights and strives to ensure that its activities do not make it an accessory to infringements of human rights. Droom believes in meritocracy and provides equal opportunities to all employees and all eligible applicants for employment in the Company. Further, under no circumstances will Droom use forced or bonded labor, nor will it employ children in violation of all applicable laws in the countries Droom operates.

Innovation

At Droom, we are building futuristic applications and experiences that enable bridging the gap between technology and human interactions. Our teams are working on multiple state-of-the-art technologies to make simplistic yet robust consumer experiences and services. Our innovations include Machine Learning based products like advanced AI that can detect a vehicle based on its image, NLP-based chatbots, IOT smart device that can tell everything about a vehicle, and many more.

Droom brings the power of Artificial Intelligence and Machine Learning to the customer's fingertips, with features like Accurate Vehicle Price Prediction and Advanced Image Recognition. We leverage our large volumes of data through Deep Learning and Regression Modelling to enhance the user's vehicle buying/selling experience.

Droom AI lab is at the core of innovations at Droom. With a team of advanced researchers, it has delivered products like License Plate Scanner that combines AI and disparate data sources to generate the entire history of the vehicle ranging from specs to insurance, accidental history, and traffic violations. Vehicle Scanner identifies the make and model of the vehicle with a single image of the automobile and generates exhaustive information that any consumer would ever want to know for any buy/sell/trade-in decision making. The team at the AI lab is also working on multiple other projects on personalization, recommendation engines, image scanning, damage detection, and NLP.

Droom is bringing Augmented Reality (AR) to the Automobile Industry. We're making leaps in providing the Best and the most futuristic customer experience for the next class of Internet Commerce for Automobiles.

Droom continues to explore the use of innovative technologies to improve business processes and help people find their dream vehicle. Here are a few initiatives where Droom is pushing the innovation barrier in the auto industry.

1. **Droom ECO Lab:** ECO lab is the physical manifestation of the technologies and procedures that we use in our day-to-day operations. From using IoT to access engine health to the most advanced gadgets for physical inspection of a vehicle, we aim to create a de-facto industry standard for used vehicle inspection not only in India but globally. ECO labs focus on advancements in vehicle inspection is digitizing human knowledge into innovative and unbiased technologies



2. **Orange Book Value (OBV):** OBV is an algorithmic pricing engine by Droom that suggests Fair Market Value for any used vehicle. OBV is based on 21st-century Data Science and Machine Learning Methodology. OBV is a category agnostic pricing engine and suggests unbiased fair market value for cars, motorcycles, scooters, bicycles, and planes
3. **Droom RMB:** RMB (Requirement, Match, & Buy) simplifies buying a vehicle online. It is a 21st-century AI-driven algorithm that generates the best car/bike/scooter matches based on precise vehicle information provided by a buyer. It is a match-making platform, which helps you find your best-matched vehicle as per your requirement
4. **Droom Velocity:** Droom Velocity offers buyers a hassle-free buying experience with a door-step delivery of the vehicle they dream to own. Promising a delightful & simple journey towards your vehicle ownership
5. **Droom Dashboard:** Droom Dashboard is an AI and data-enabled solution that gives a 360-degree report of a vehicle only with the support of a scanned picture of its license plate or minimal detail. Anything from specifications and repair estimates to pricing and vehicle statistics is available with a click of a button

Customer Privacy

Droom's Customer Privacy insists on the highest standards on the privacy of its customers and abides by all relevant applicable laws to customer data and its applicable retention and data deletion policies as per applicable laws.

Droom and all its related company websites have their respective Terms of Use and Privacy Policies in place and are updated regularly as per applicable laws and compliances. Droom strives to inform its customers of the privacy and data security policies, terms of usage of the Droom websites, and practices that are updated on all Droom owned and operated websites from time to time. These include:

1. **Access:** Droom does not access or use any customer content and data for any purpose other than as legally required under applicable laws and for maintaining our services. Droom does not use any customer information or credentials or derive information from it for any marketing or advertising activities
2. **Storage & Processing Customer Data:** Droom does not store any customer data other than as legally required to do so under applicable laws. Droom also does not store any customer credentials/payment information and credit card information on any of its servers. Droom ensures to take voluntary customers' consent before storing or processing any customer data as per applicable laws. Droom provides an option to the customer to reject such consent if the customer does not want to proceed ahead with such requests



3. **Security:** Droom insists and encourages high-security practices and implements them on all Droom's owned and operated websites and services as per applicable laws. For Droom, security of customer information and credentials are of utmost importance and all Droom owned and operated websites have privacy policies in place which have such security practices in place and these privacy policies are updated regularly as per applicable laws

4. **Usage of Customer Data:** Droom collects and processes personal data of customers for purposes required by law, and other purposes such as:
 - Optimize, improve, and facilitate the process of purchase, complaints, feedback, and/or return of purchased goods and services.

 - To inform its customers of new products and services.

5. **Customer Content Ownership:** Customers maintain ownership of the content and credentials they post on any/all Droom's owned and operated websites. Droom does not access or use customer content for any purpose other than as legally required and for maintaining our products and service and to provide the services to its customers through its platforms. Droom does not use customer-generated content on any of the Droom's owned and operated websites for any marketing or any other purpose for which it is not authorized under applicable laws

6. **Deletion Of Customer Data & Credentials:** Droom follows all processes and procedures under all applicable laws for the retention and deletion of customer data. Droom also abides by any request, if any customer asks or requests for deletion of the data shared by them from Droom's database and servers and Droom deletes the said customer data on priority and the customer data is no longer processed.



Governance

Supply chain management

Effective supply chain management systems minimize cost, waste, and time in the production cycle. The industry standard has become a just-in-time supply chain where retail sales automatically signal replenishment orders to manufacturers. Retail shelves can then be restocked almost as quickly as the product is sold.

Analyzing data identifies three scenarios where effective supply chain management increases value to the supply chain cycle:

1. Identifying potential problems:
When a customer orders more product than the manufacturer can deliver, the buyer can complain of poor service. Through data analysis, manufacturers may be able to anticipate the shortage before the buyer is disappointed.
2. Optimizing price dynamically:
Seasonal products have a limited shelf life. At the end of the season, these products are typically scrapped or sold at deep discounts. Airlines, hotels, and others with perishable “products” typically adjust prices dynamically to meet demand. By using analytic software, similar forecasting techniques can improve margins, even for hard goods.
3. Improving the allocation of “available to promise” inventory:
Analytical software tools help to dynamically allocate resources and schedule work based on the sales forecast, actual orders and promised delivery of raw materials. Manufacturers can confirm a product delivery date when the order is placed - Significantly reducing incorrectly filled orders.

Key features of effective supply chain management:

The supply chain is the most obvious “face” of the business for customers and consumers. The better and more effective a company’s supply chain management is, the better it protects its business reputation and long-term sustainability.

Corruption & Business Ethics

The corruption and Business Ethics policy of Droom sets out guiding principles on integrity and ethics in business conduct. This Policy governs Droom’s business decisions and actions throughout the areas of business throughout the world and applies equally to corporate actions and to the behavior of individual employees, suppliers, vendors, consultants, and affiliates in conducting Droom’s business. The Policy formulates minimum requirements of behavior for all Droom’s employees, contractors, sub-contractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom. The said Policy applies to all Droom employees, contractors, sub-contractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom. The following policy sets a series of ground rules Droom commits to follow and implement in all aspects of its owned and operated businesses. It is our explicit and clear intention to shape our practices according to lawful and ethical conduct based on the below principles:



1. **General commitment of Droom:** Droom's mission is to improve the quality of people's lives through the timely introduction of meaningful technological innovations. Droom is a leading solutions provider in the areas of e-commerce, marketplace, transaction-based businesses, enabling technology, delighting its customers with products and services that meet and even exceed their expectations. Droom wishes to be a responsible partner in society, acting with integrity towards its shareholders, customers, employees, suppliers and business partners, competitors, governments and their agencies, and others who can be affected by its activities. Droom duly observes the applicable rules of the law of the countries in which it operates and regularly reviews its interests and those of affected persons or entities to ensure a healthy, long-term relationship with them.

Droom endeavors to adapt to local situations to take the most appropriate approach to possible problems within the bounds of applicable law and responsible conduct. In this respect, Droom supports the principle of dialogue and cooperation with all parties involved. Some general commitments of Droom are as follows:

- I. **Human Rights & Child, Bonded & Forced Labor Policy:** Droom supports and respects human rights and strives to ensure that its activities do not make it an accessory to infringements of human rights. Droom believes in meritocracy and provides equal opportunities to all employees and all eligible applicants for employment in the Company. Further, under no circumstances will Droom use forced or bonded labor, nor will it employ children in violation of all applicable laws in the countries Droom operates
- II. **Free Market Competition & Competition Law:** Droom supports the principle of free-market competition as a basis for conducting its business and observes applicable competition laws and regulations. Droom operates in a competitive industry and the competition law plays an important role in the environment the Company functions in. Droom maintains the policies and procedures related to confidential information and therefore restricts employees, contractors, sub-contractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom to discuss costs with a competitor, the territories in which Droom currently is in or plans to expand to, the customers base or any future expansion plans of Droom
- III. **Product safety & Privacy:** Droom aims, at all times, to supply safe products and services to its customers keeping in mind the environmental laws and conditions under applicable laws. The privacy of personally identifiable information about customers, employees, business partners, and other individuals will be protected.



Droom has effective privacy policies in place for all its owned and operated websites and platforms

IV. **Environmental protection and safety:** Consistent with its commitment to sustainable development, Droom does and will continue doing will do all that is reasonable and practicable to minimize any adverse effects of its activities on the environment

2. **Commitment towards employees & obligations of employees with laws rules and regulations:** Droom values its employees as a key resource. An atmosphere of good employee communication, involvement, and responsibility is of central importance, and an employee's personal development and optimum use of talents are encouraged. Droom promotes equal treatment for all its employees regardless of personal background, race, gender, nationality, age, sexual preference, or religious belief and ensures the health and safety of all its employees. The same applies to the recruitment of employees in Droom. Further, Droom recognizes and respects the freedom of its employees within the framework of local law, regulations, and prevailing labor relations and employment practices. Droom will do all that is reasonable and practicable to protect the health and safety of its employees. Droom also complies with the remuneration and working hours as per the local labor laws and shall be always in line with the prevailing industry norms. This Policy requires each Employee to act in good faith, with honesty and integrity, with due care, and without misrepresenting facts or allowing independent judgment to be subordinated to personal interests. Employees are required to comply with all applicable governmental laws, rules, and regulations, both in letter and in spirit
3. **Commitment towards customers:** Droom's goal is to constantly delight each customer with its products and services on offer. To this end, Droom seeks to maintain an ongoing fair dialogue with its customers. Droom is committed to listen to and learn from the end customers so that it can design and deliver the services and solutions they want and need. Droom will always deal with its customers in a fair and forthright manner, maintaining the highest levels of integrity
4. **Commitment towards suppliers and business partners:** Droom pursues mutually beneficial relationships with all its suppliers, vendors, and business partners. It seeks to towards business to suppliers and business partners who are committed to acting fairly and with integrity towards their stakeholders and who observe the applicable laws of the countries in which they operate
5. **Use and protection of business assets & confidential information:** Each employee, contractors, subcontractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom are responsible for the proper use, protection, and conservation of Droom's assets and resources, as well as confidential information, disclosed to the employees, business partners, vendors, and affiliates by its business partners. Droom's assets and resources, as well as any opportunities arising under one's position, are to be used solely to pursue and achieve Droom's goals and not for personal benefit



Droom regards information for its business as a corporate asset that must be protected against loss, infringement, and improper use and disclosure. Droom is committed not to make use of information disclosed to it by a third party if it is suspected that the discloser thereby violates an obligation of confidentiality unless the information:

- I. is generally available to the public other than a result of disclosure by Droom.
- II. has been developed independently by Droom
- III. becomes available to Droom either on a non-confidential basis from a third party who is not bound by any confidentiality obligations or by operation of law.

Droom ensures that all employees, contractors, subcontractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom, adhere and conform to the confidentiality policy of Droom, regardless of their position within the company. Droom also commits to review, improve and update its confidential information policy regularly.

6. **Integrity of information and accurate reporting:** All of Droom's books, records, accounts, and financial statements are always up to date and maintained and must reflect the true and correct nature of any transactions undertaken
7. **Whistleblower policy:** To promote the reporting of violations of this Policy, a whistleblower policy is in place, enabling employees to submit complaints on an anonymous basis without fear of the complaints leading to disciplinary action
8. **Code of conduct:** Droom has its code of conduct in place for all its employees, enabling employees to adhere to all the relevant policies, procedures, and guidelines laid down by Droom under all applicable laws
9. **Women safety:** Droom has a zero-tolerance policy on the Prevention of Sexual Harassment and has an Internal Complaints Committee (ICC) that investigates cases of sexual misconduct and investigates them through a fair and transparent process. Droom will continue to promote and protect the well-being of all its women employees
10. **Good governance practices:** Droom is committed to maintaining the highest levels of ethical standards of integrity, corporate governance, and regulatory compliance. These parameters form the core of our corporate governance practices. We have proactively upheld good governance practices and are constantly striving to enhance our standards



11. **Anti-bribery policy of Droom:** Droom is committed to doing business using only ethical and lawful means and is committed to the prevention, deterrence, and detection of fraud, bribery, and all other corrupt business practices. These anti-bribery provisions apply to all Droom employees, contractors, subcontractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom. Droom insists on honesty, integrity, and fairness in all aspects of its business and strives to comply with the highest levels of transparency and accountability throughout the company.

We understand bribery as the act of giving or promising financial or other advantages to induce an individual to make decisions that are unlawful, unethical, or that – more, in general, they would not otherwise take under the circumstances. Corruption is an abuse of a position of power to get an illicit advantage and includes, but is not limited to, bribery.

We also define bribery and corruption as active or passive, depending on whether the individual is on the giving or receiving end.

Droom rejects all forms of bribery and corruption - whether active or passive, public or private not only because it is a crime, but also because it is completely against all ethical and sound business practices.

Droom employees, contractors, subcontractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom directly or indirectly or any members of their families must not give or receive any form of bribery, improper payments, gifts, or awards from anyone.

Droom follows, abides by, and respects all anti-bribery and corruption laws, and has no tolerance if the Anti Bribery Policy is deviated from.

Third-Party Interests & Political Payments: Employees, contractors, subcontractors, vendors, suppliers, consultants, affiliates, and all third parties having a business association with Droom having confidential information and know-how of Droom and its business are not allowed to have any direct or indirect financial interest in a supplier or competing company. Droom and any of its affiliate companies shall not make payments or donations, in money or kind, to political parties, political organizations, or individual politicians.

Droom ensures that all its employees, contractors, subcontractors, vendors, suppliers, consultants, affiliates and all third parties having a business association with Droom adhere to Droom 's anti-bribery policy and non-adherence of the anti-bribery policy ensures strict actions.



ESG system & process

The ESG Framework of the company is focused on ensuring overall sustainable development in its area of operation and hence the environmental and social considerations play a significant role in the way it conducts its own business and, in the activities, carried out by droom and other stakeholders.

This policy is designed to guide the employees, members, and other stakeholders of the company in handling all issues impacting the Environment, Social Responsibility, and Governance (ESG).

Droom also recognizes that Environment Health and Safety (EHS) is an important and integral component of the broader ESG policy. The company, its employees, members, and other stakeholders are committed to providing a safe and healthy working environment and comply with all regulations for the preservation of the environment. They will prevent the wastage of natural resources and minimize any hazardous activity during its operations and disposal of waste. They will strive for a safe and healthy environment, free from occupational injury & diseases. The company will also pursue high standards of safety, health, and environmental management as an integral part of the efficient management of the business.

Guiding principles

Droom will conduct its business and operations in compliance with all relevant and applicable laws in the country concerning environmental, occupational health, and safety regulations.

1. Environment

- A model of sustainable development will be followed.
- The company will monitor, control and upgrade technology to prevent pollution and conserve resources.
- All projects and processes shall be designed keeping in view environmental protection as an integral part to achieve sustainable development.
- The company will ensure a reduction in the use of water consumption.

2. Health

- Availability of First Aid Boxes in office and maintenance thereof.
- The company will impart necessary health education to members.

3. **Safety:** Any accident, however trivial it may be, shall be reported. An official or any sub-Committee identified by the ESG Committee shall investigate and find out the probable cause and suggest preventive measures. The recommendations suggested by the ESG TEAM shall be implemented. The company and its members shall strive to achieve zero accidents on a sustainable basis.



- Fire extinguishers of the required type and capacity shall be installed at appropriate places in the offices. Members shall be imparted training to operate fire-fighting equipment.
 - Preparation of On-site emergency plans, conducting of regular mock drill and evacuation program will be ensured.
 - Dissemination of relevant information to employees relating to general safety, equipment operating safety, and cautioning through visual media.
 - Development of safety culture, enforcement of safety rules, and accepted safe practices.
4. **Governance:** Droom is committed to the principle of transparency and good governance and will ensure the following:
- Have an adequate number of Independent Directors.
 - Provide for adequate transparency about the company's operations, and a governance structure that demonstrates appropriate accountabilities.
 - Take demonstrative action to ensure that its employees are not involved in corrupt practices, ensure that the employees' conduct scrupulously adheres to the policy governing the "Code of Conduct."
 - Employees uphold high standards of business integrity and honesty; and
 - Deal with regulators openly and cooperatively

Policy implementation

The effective implementation of the ESG Policy with regards to Social Responsibility will be ensured by scrupulously adhering to guidelines. Droom will not engage with the following:

1. Projects or companies where the primary business activities are in the following prohibited sectors: gambling; media communications of an adult or political nature; alcoholic beverages (if contrary to local religious or cultural norms).
2. Companies found by a court or administrative body of competent jurisdiction engaging in unlawful practices.
3. Projects or companies that provide significant, direct support to a government that engages in a consistent pattern of gross violations of internationally recognized human rights, as determined by the Government of India.



4. Trade in any product or activity deemed illegal under the laws or regulations of India or international conventions and agreements or subject to international phaseouts or bans such as ozone-depleting substances, polychlorinated biphenyls, and other hazardous substances, wildlife or wildlife products regulated under the Convention on International Trade and Endangered Species of Wild Fauna and Flora

ESG Responsibility

The company has identified key persons for the implementation of ESG initiatives and shall take internal/external approvals wherever necessary. He will be the Convenor of the ESG Committee that shall be constituted with the employees of the Company as members which shall also include its senior management. The ESG Committee shall inter-alia be responsible for the following:

1. Compliance with all legislative requirements about ESG as a minimum standard and wherever appropriate, institute additional measures.
2. Review and Revision of guidelines for EHS, whenever required.
3. Dissemination of information regarding EHS amongst members and promoting awareness of EHS by organizing inter-department, inter-unit competitions, and contests throughout the year and especially on the occasion.
4. Observe National Safety Day i.e. 4th day of March, National Fire Service Day i.e. 14th day of April, and World Environment Day i.e. 5th day of June.
5. Providing at least 4 hours of EHS training annually to each member, contractor, and others who work with the Company.
6. Implementation of guidelines laid down from time to time for a safe & healthy environment.
7. Encouraging voluntary involvement of members by creating a conducive environment.

The ESG Committee through its Convenor will submit a report on ESG to the Committee of Senior Executives (CSE) at least once a quarter. CSE may form a sub-committee for effective monitoring and observance of ESG and EHS.

E-Waste



Electronic waste or e-waste is generated when electronic and electrical equipment becomes unfit for its originally intended use or has crossed its total working life span. Computers, servers, mainframes, monitors, compact discs (CDs), printers, scanners, copiers, calculators, fax machines, battery cells, cellular phones, and air conditioners are examples of e-waste (when unfit for use). These electronic equipment's get fast replaced with newer models due to the rapid technology advancements and production of newer electronic equipment. Some eco-friendly waste disposal technique that the Company can adopt to dispose of electronic waste locally are:

1. Dispose of Electronic Waste to a Certified E-Waste recycler; or
2. Exchange Policy: A lot of electronic companies tend to have an exchange policy whereby they take back your old gadgets when you buy a later version, sometimes offering you a discount on your new purchase; or
3. Donate to a small social welfare institution.

Grievance redressal

To address effectively any operational, social, environmental, labor, and other general concerns, the company has in place a structured grievance redressal framework supported by a review mechanism. This redressal mechanism can be used not just by its customers, but also by its employees, vendors, and the community at large. The grievance redressal policy is a part of the company's Fair Practice Code.
