

**TISSER ARTISAN TRUST**



**ESG REPORT 2024**

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# PROLOGUE

This report is reflective of our commitment to sustainability and transparency and showcases our performance in the purview of environmental, social, governance and economic dimensions. The report presents our approach to manage our ESG performance and impact created by our work and is based on the principles of stakeholder inclusiveness, materiality, sustainability context and comprehensiveness.

## Reporting Guidelines

The report meets the disclosure requirements of the updated 2021 GRI standards framework and has been prepared in reference with the GRI 1 - Foundation 2021, GRI 2 - General Disclosures 2021, GRI 3 - Material Topics 2021 and GRI Topic Standards. We have followed all 9 GRI reporting requirements and in cases of non-compliance with any disclosures have explained the reasons behind their omission.

## Reporting Boundary and Principles

This report portrays the financial and non-financial performance and impacts of our operations from July 1, 2023 to June 31, 2024. For all the standard disclosures related to material issues as per the GRI standards, the boundary of the report includes all businesses. The disclosed information (social and governance) in the report covers Tisser's business operations in entirety, except the data disclosed for the environmental dimension which has excluded coworking locations due to non-applicability of data.



# A MESSAGE FROM OUR FOUNDER



I am pleased to present Tisser's latest Sustainability Report, reflecting our strong commitment to embedding Environmental, Social, and Governance (ESG) principles into everything we do. Sustainability is at the core of our strategy, driving long-term value for stakeholders and creating meaningful impact in the communities we serve.

This year, we achieved significant milestones, including the launch of our Circular Economy project in the textile value chain, which collaborates with public and private sector stakeholders to minimize waste and maximize value. We also implemented a plastic reduction initiative in our offices, further reducing our environmental footprint. In addition, we began measuring our emissions baseline, setting ambitious targets for the years ahead.

A major step this year was bringing on an ESG Lead to map our sustainability journey and define a clear roadmap for embracing sustainability and maximizing impact. Our focus on DEIA (Diversity, Equity, Inclusion, and Accessibility) continues to grow, ensuring a culture where inclusivity thrives and diverse voices are celebrated.

With robust governance guiding our efforts, we remain committed to transparency, accountability, and ethical practices. Every year, we plan to build on these efforts, sharing what we learn and accomplish along the way in future reports.

I extend my heartfelt thanks to our employees, partners, and stakeholders for their continued support in helping us create a sustainable and inclusive future. Together, we will continue to drive positive environmental and social impact.

Warm regards,  
Dr Megha Phansalkar  
Tisser Artisan Trust

# ABOUT US

'Tisser' means 'to weave.' Tisser Artisan Trust aims to provide sustainable livelihoods, income generating opportunities, and access to professional support to rural artisans in India. Through its professional training, innovative models, and technological solutions, Tisser has forged a diverse market for both the modern consumer and the rural artisan. Tisser has a network of more than 10,000 artisans and SHGs across South Asia. Working in more than 100 art forms, Tisser generates livelihoods for 1000+ rural clusters in 18 states of India with more than 1,000 products made using traditional and cultural art forms.

## OUR VISION, MISSION & VALUES



### VISION

At Tisser we celebrate handmade, empower creators, connect consumers for sustainable growth of the sector



### VALUES

People First Approach  
High Quality  
Environment Conscious

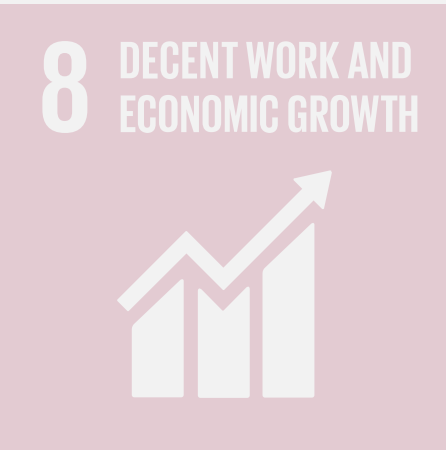


### MISSION

Harness power of handmade to generate livelihoods in a sustainable manner. Empower artisan clusters to create sustainable producer enterprises. Strengthen the handmade value chain with innovations. Support craft sector through transformative business models



# ALIGNING TO THE UN SDGS

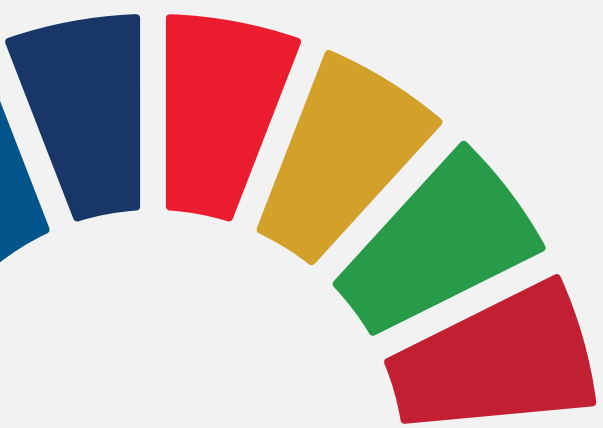
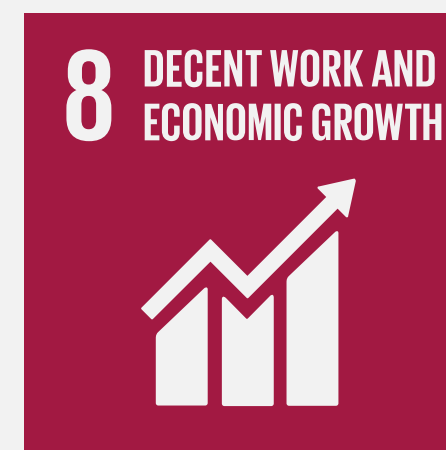


Tisser Artisans Trust significantly contributes to Gender Equality by empowering women through sustainable livelihood opportunities, skill development, and leadership initiatives. By engaging women artisans in crafting traditional and contemporary products, Tisser enables financial independence and fosters economic inclusion. The organization ensures fair wage practices, with entry-level wages tailored specifically for women, addressing gender pay gaps and promoting equitable compensation. Additionally, Tisser provides tailored training programs that enhance craft techniques and entrepreneurial skills, enabling women to excel in their roles and take on leadership positions such as cluster heads and project managers, ensuring their voices influence decision-making processes.

Beyond economic empowerment, Tisser actively promotes awareness and advocacy for gender inclusivity through initiatives like DEIA baseline studies, setting actionable goals to address disparities. The organization collaborates with women’s self-help groups (SHGs) and other partners, expanding its reach and creating a robust network of empowered women artisans. These efforts challenge traditional gender roles while driving systemic change. By integrating gender equality into its core operations and fostering inclusive leadership, Tisser not only uplifts women but also strengthens the socio-economic fabric of communities



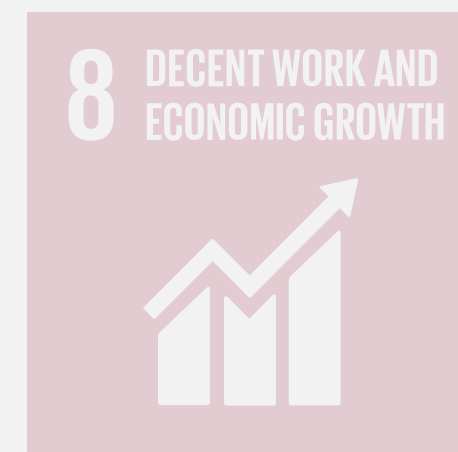
Tisser Artisans Trust contributes to Decent Work and Economic Growth by creating sustainable livelihoods for rural artisans, particularly women and marginalized communities, through fair wages, ethical labor practices, and capacity-building programs. We empower artisans with modern skills and entrepreneurial training, enhancing their productivity and market competitiveness. By providing access to national and international markets via e-commerce, exhibitions, and strategic partnerships, Tisser ensures sustainable economic growth while preserving cultural heritage. Additionally, Our innovative circular economy initiatives, such as upcycling textile waste, generate green jobs and promote sustainable practices, fostering inclusive and long-term economic development.



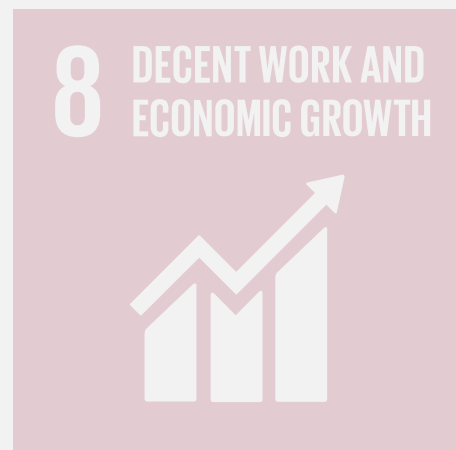
Tisser actively contributes to SDG 10 by empowering marginalized communities, particularly rural artisans and women, who often face economic and social exclusion. It provides sustainable income opportunities by connecting artisans directly to national and international markets, eliminating intermediaries, and ensuring fair compensation. By focusing on underserved regions, including Aspirational Blocks, Tisser reduces regional disparities through employment generation and entrepreneurship development.

Training programs and workshops equip artisans with modern production techniques, business skills, and digital literacy, enabling them to compete in contemporary markets and integrate into economic growth.

A significant focus of Tisser is on gender equality, with over 60% of our beneficiaries being women. Through initiatives that foster financial independence and social inclusion, Tisser helps women overcome traditional barriers. By preserving and promoting traditional crafts, particularly those of indigenous and minority communities, Tisser ensures cultural inclusion while creating economic opportunities. Collaborative efforts with government bodies, NGOs, and private partners further extend its impact, bridging gaps in resources and fostering inclusive growth. Through these initiatives, Tisser uplifts disadvantaged groups, addresses regional and gender-based inequalities, and aligns with SDG goal of fostering equitable societies.

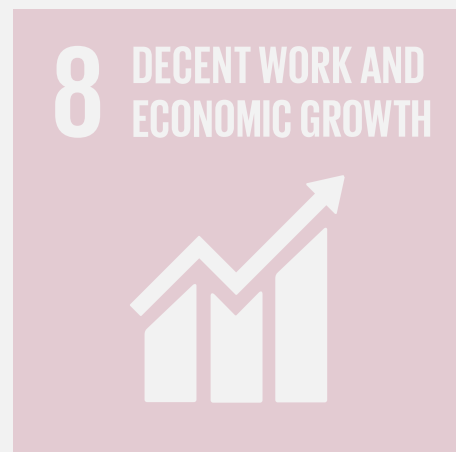






Tisser Artisan Trust contributes to Responsible Consumption and Production by embedding sustainable practices into its operations and promoting eco-friendly products that preserve traditional craftsmanship. Our organization emphasizes the use of natural, recycled, and upcycled materials, exemplified by our flagship circular economy project that transforms post-consumer textile waste into new products, reducing waste and promoting resource efficiency. Tisser also trains artisans in eco-friendly production techniques and fosters awareness about sustainable consumption among both producers and consumers. By advocating for ethical consumption and integrating environmental stewardship into our processes, Tisser aligns with SDG 12, driving systemic change toward more responsible production and consumption patterns.

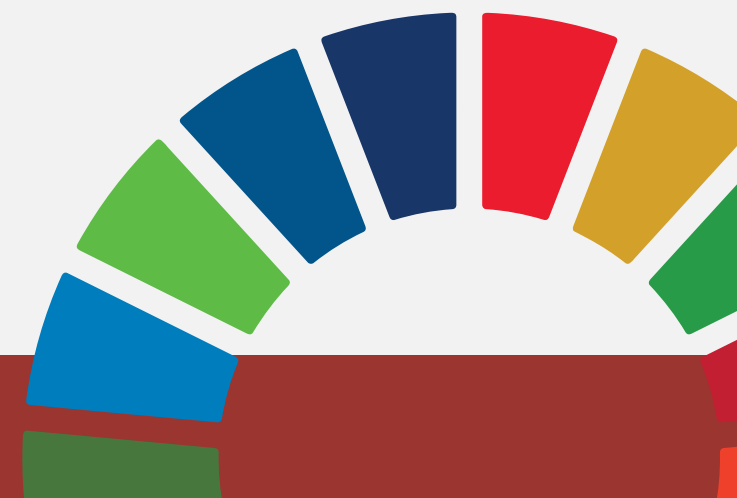




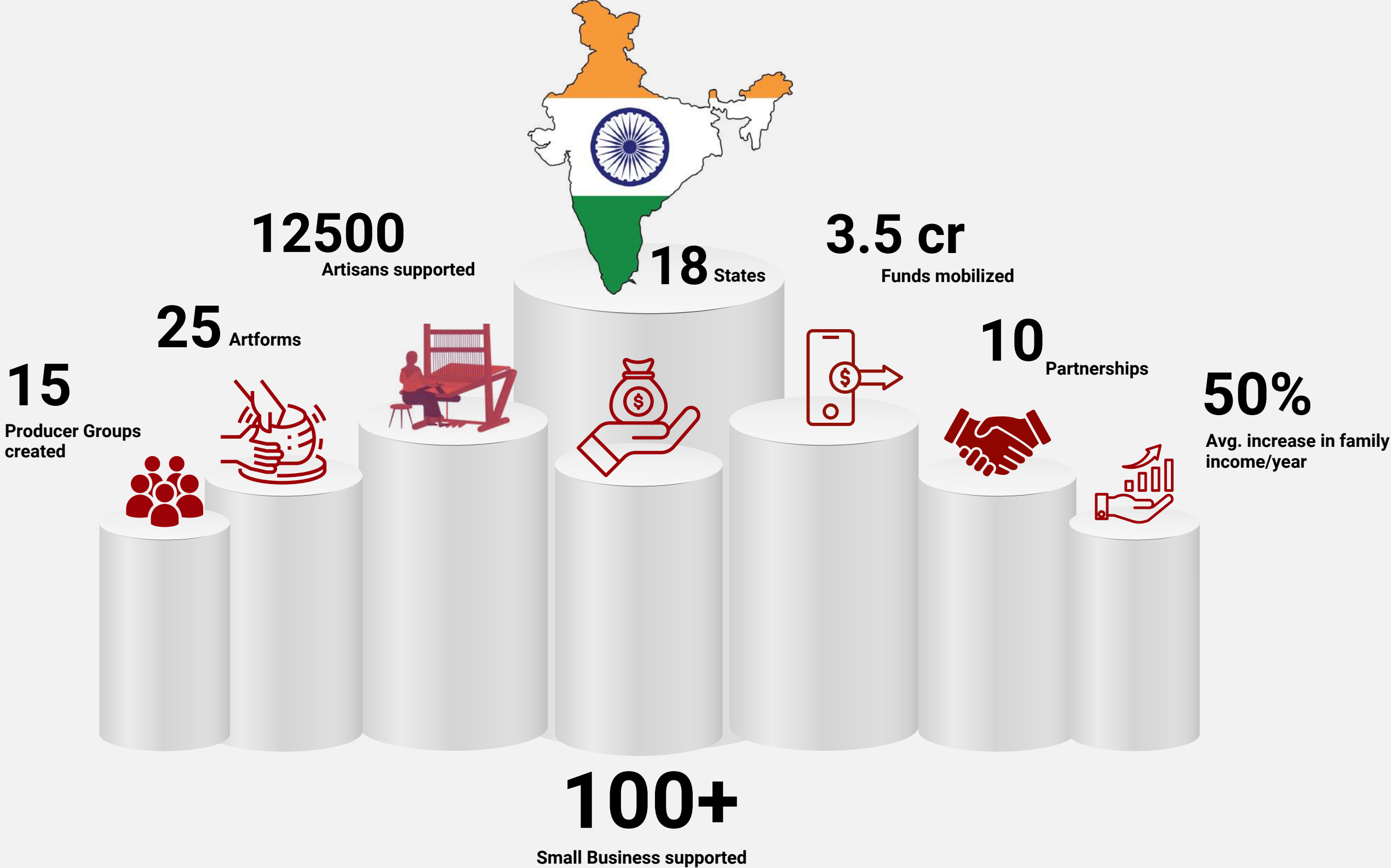
Tisser aligns with Climate Action by integrating sustainable practices across the operations and value chain, focusing on mitigating climate change impacts and fostering environmental responsibility. The organization emphasizes eco-friendly production processes, using renewable and biodegradable materials such as bamboo, organic cotton, and natural dyes, which significantly reduce environmental harm.

Tisser also supports upcycling and recycling initiatives, including the transformation of post-consumer textile waste into marketable products, minimizing greenhouse gas emissions and promoting waste diversion.

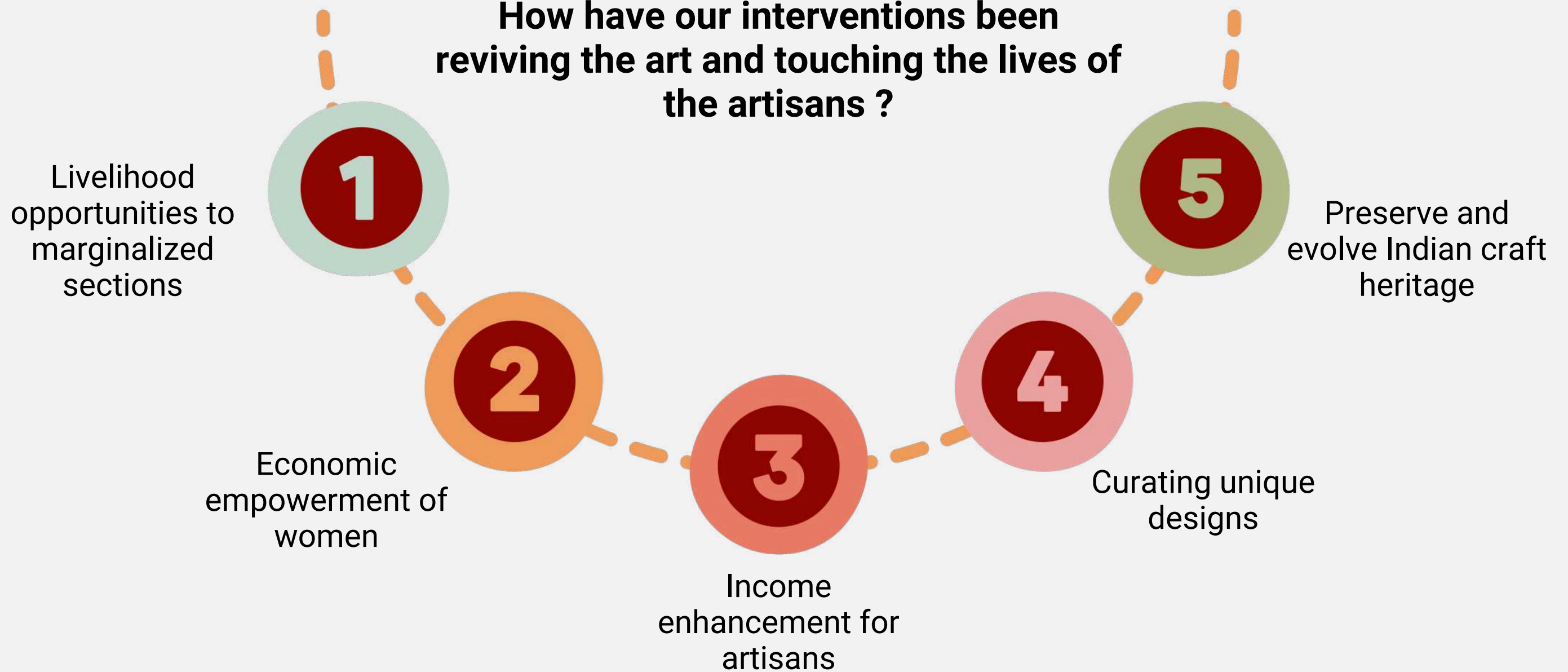
Tisser collaborates with stakeholders to raise awareness among artisans and communities about low-carbon transitions, encouraging the adoption of sustainable practices. While Tisser acknowledges that its direct climate footprint and resultant reductions are limited, the organization believes in the power of small, bold steps that collectively contribute to a greater cause. Through advocacy and collaboration, We amplifies the positive impact by promoting a shared responsibility for addressing climate change. By incorporating circular economy principles and climate-conscious approaches, Tisser not only creates sustainable livelihoods for artisans but also strengthens resilience in rural communities, ensuring they are equipped to adapt to the challenges of a changing climate while contributing to global climate action goals.



# PERFORMANCE AT A GLANCE



**How have our interventions been  
reviving the art and touching the lives of  
the artisans ?**



**Change begins with a thread and grows into a tapestry of  
hope and empowerment**

# OUR IMPACT

Livelihood Opportunities to Marginalized Sections

Income Enhancement for Artisans

Preserve and Evolve Indian craft heritage

Economic Empowerment for Women

Customer access to unique designs

**50+**  
CLUSTERS EMPOWERED

**100+**  
PRODUCER GROUPS ESTABLISHED

**10,000+**  
ARTISAN FAMILIES SUPPORTED

**SOCIAL**

**5CR+**  
TO ARTISANS ACCOUNT

**10CR+**  
SPENT IN CLUSTERS

**10,000+**  
REVENUE / YEAR

**ECONOMIC**



**INTEGRITY IN ACTION**

## GOVERNANCE STRUCTURE

Tisser's governance structure is designed to provide strategic oversight and effective management. Key roles, including the COO, oversee strategy, operations, and compliance. Functional units, such as design, marketing, and supply chain management, work collaboratively to align operations with organizational goals. Advisory groups on sustainability and business development further strengthen governance, ensuring alignment with social and environmental objectives.

Tisser's governance structure is designed to ensure effective oversight and strategic direction. Our highest governance body comprises several key roles and departments that provide guidance on organizational strategies and activities, ensuring efficient and effective management across various aspects of the organization.

### Governance team

The COO and other vertical heads, reports directly to our founder and oversees the day-to-day operations, including project implementation, documentation, inventory management, IT systems, fundraising, and advocacy initiatives. In addition to ensuring operational excellence, the team leaders drives efforts to secure funding and build strategic partnerships, aligning these with the organization's mission. The role involves ensuring that all operational activities are in sync with the strategic goals set by the founder and the governance body, fostering both efficiency and impact.



# DEPARTMENTS



## DESIGN AND PRODUCTION

The Chief Designer, of this unit oversees design development and production processes. The team, comprising design managers, lead designers, and assistants, works to maintain Tisser's creative and production standards.



## ADMIN & HR

The HR and Admin unit, oversees talent acquisition, employee engagement and administrative functions, ensuring smooth operations and alignment with Tisser's organizational goals. The unit also manages compliance, workplace policies, and the overall well-being of staff, fostering a supportive and efficient work environment.



## MARKETING AND BRAND DEVELOPMENT

The Chief Marketing Officer heads this function, focusing on brand development, marketing strategies, and customer relations. The marketing team enhances Tisser's market presence and drives sales through effective branding and promotional activities.



## SYSTEMS/ SUPPLY CHAIN & IT

Department ensures seamless operations by leveraging technology to optimize inventory, enhance supply chain transparency, and streamline coordination between artisans, suppliers, and customers, enabling efficient delivery of products while maintaining quality and sustainability.



## PROJECT IMPACT TEAM

The Team is responsible for designing and implementing initiatives, monitoring progress, and evaluating outcomes to ensure meaningful change. The team engage with stakeholders, measure impact, and refine strategies, aligning efforts with the tisser's mission to maximize community benefit.



### **Advisory Group**

Tisser benefits from guidance provided by advisory groups focused on sustainability, livelihoods, and business development. The group offer strategic input, helping align Tisser's operations with broader social and environmental goals.

### **Roles and Responsibilities:**

Our governance body and committees are entrusted with defining Tisser's purpose, values, and strategic goals. They play a pivotal role in shaping policies and ensuring that our operations remain aligned with our mission and ethical standards.

### **Conflict of Interest:**

Operating as both a trust and a social enterprise, Tisser recognizes the potential for conflicts of interest, particularly between our non-profit and for-profit activities. In the past, this has been a challenge as both facets were overseen by our founder, which sometimes led to overlaps in fund utilization and operational decisions. To address this, we are in the process of formalizing a robust conflict of interest policy to ensure transparency and fairness in all aspects of our work.

### **Ethical Standards and Compliance**

We are in the process of developing a formal code of ethics to establish our commitment to integrity and accountability, addressing the absence of such a framework. This initiative will include ethics training for employees, comprehensive whistleblower policies, and clear conflict-of-interest guidelines. These components aim to enhance compliance and promote ethical practices across all levels of the organization. We plan to develop and implement the policies by 2025.

### **Transparency in Reporting**

Tisser actively engages stakeholders through consultations, workshops, and community events, integrating their feedback into decision-making. Our social impact reporting highlights community well-being initiatives, while financial disclosures ensure transparency in fund utilization. Regular audits and internal controls maintain the integrity of our reporting processes

### **Social Impact Reporting**

Recognizing that long-term impacts often become evident only years after program implementation, we collaborate with impact consultants for this critical analysis. Additionally, we have identified gaps in recruiting skilled and experienced social development professionals, developing standardized proposal formats, establishing robust monitoring and evaluation frameworks, and refining data collection methods. In the year 2025, we will focus on addressing these gaps by implementing suitable actions and improvements.

### **Supply Chain Transparency**

We maintain transparency and accountability in our supply chain by actively tracking activities, monitoring supplier practices, and ensuring adherence to our ethical standards. Our dedicated team and well-defined processes are committed to upholding and streamlining these transparent practices.

### **Financial Performance Disclosure**

We provide an overview of our financial performance, including key metrics and trends, to offer insights into our financial health and sustainability. Fund utilization is disclosed in our reports and regulated through regular audits.

### **Internal Controls and Audit**

We have established internal controls and audit processes to ensure financial transparency and accountability, including regular audits and reviews to maintain accuracy and integrity in our financial reporting.

## **ETHICAL LEADERSHIP AND BOARD COMPOSITION**

At Tisser, ethical leadership is the foundation of sustainable success. Our board comprises diverse members with expertise in business strategy, sustainability, and artisan welfare. This diversity facilitates balanced decision-making and integrates varied perspectives into our strategy.

In the year 2025, the board will actively oversee ESG initiatives, ensuring alignment with our mission of empowering artisans and promoting ethical trade practices. We plan to introduce executive incentives tied to long-term social and environmental goals, prioritizing shared value over short-term gains.

Additionally, regular evaluations of board performance and adherence to governance best practices will reinforce accountability and transparency in all leadership actions.

## **TRANSPARENCY AND DISCLOSURES**

Transparency lies at the heart of Tisser's operations, fostering trust with all stakeholders. We maintain open communication about our goals, progress, and challenges through detailed reports. Regular updates on supply chain practices, environmental impacts, and social contributions enable stakeholders to assess our commitment to sustainability. By making data-driven decisions and openly sharing insights, Tisser not only strengthens trust but also inspires others to uphold similar standards of transparency. This report serves as a testament to our dedication to transparency, accountability, and alignment with global reporting standards.

## **RISK MANAGEMENT AND INTERNAL CONTROLS**

At Tisser, proactive risk management ensures that we remain resilient in an ever-changing environment. Though we don't have a formalised system, policy or team in place, our experienced workforce identifies, assesses, and mitigates risks related to supply chain disruptions, regulatory changes, and other impacts. Internal audits and controls are regularly updated to address emerging threats. We maintain close oversight of our financial health and operational integrity, reducing vulnerabilities and safeguarding stakeholder interests. Additionally, we evaluate risks, such as ethical sourcing and artisan welfare, ensuring that our mission aligns with responsible and sustainable practices. By the start of the next fiscal year, we plan to conduct a gap analysis to identify, assess, and manage both actual and potential risks comprehensively.

## **COMPLIANCE AND LEGAL ADHERENCE**

Tisser operates with a steadfast commitment to legal and regulatory compliance. Across all jurisdictions, we ensure adherence to labour laws, trade regulations, and environmental standards. Compliance monitoring is embedded in our operations, with periodic reviews to adapt to the evolving legal landscape. This includes ensuring that artisans' rights are respected and upheld, in line with national labour standards. By embedding compliance into our core values, we not only mitigate legal risks but also strengthen our reputation as a responsible and trustworthy organization.

## DATA PRIVACY AND SECURITY

At Tisser, data security is a top priority, focused on safeguarding sensitive information related to our artisans, customers, and partners. We have robust security measures in place to protect our systems from potential threats and ensure the responsible handling of personal information. Regular audits and meetings enhance our ability to address emerging risks in the digital landscape. Beyond compliance, we strive to build trust through transparency in how we collect, use, and protect data, reinforcing our commitment to ensuring the security and privacy of all stakeholders.

## ANTI-CORRUPTION AND ETHICAL CONDUCT

Tisser's operations are guided by a commitment to transparency, fairness, and integrity, though we currently lack formal policies, a dedicated team, or an implementation framework. By 2025, we aim to cultivate an organizational culture with zero tolerance for bribery, fraud, or unethical practices. Our plans include providing regular training for employees to identify and address unethical behavior, establishing whistleblower mechanisms to enable anonymous reporting without fear of retaliation, and extending these ethical standards to our partners across the value chain. Through these initiatives, Tisser will foster a culture of accountability and trust, ensuring ethically sound operations.





**OUR ECO-FINANCIAL**

## Building Sustainable Futures with Local Leadership

"At Tisser, market presence goes beyond facilitating livelihoods—it reflects our commitment to ethical governance, fostering inclusive growth, and empowering communities by providing sustainable opportunities and preserving cultural heritage. Operating across diverse rural and underdeveloped areas, we strive to align our practices with principles of fairness, equality, and local development while promoting sustainable livelihoods.

## Fair Wage Practices

Tisser ensures that all employees are compensated in line with local minimum wage regulations, with entry-level wages starting at ₹5,340. Women employees earn a minimum salary of ₹11,000, while men earn ₹14,000, reflecting differences in the nature of work, skill levels, and contributions to their roles. Women constitute over 60% of Tisser's office staff, with those earning minimum wages primarily working in roles such as office cleaning and helper duties. Artisans, who function as independent creators rather than traditional employees, are compensated ethically, with fair wages determined by the scope of work, time invested, and effort required. Similarly, contractors and freelancers are paid transparently, adhering to minimum wage benchmarks, with oversight from Tisser's accounts team to ensure fairness and equity.

## Local Community Leadership

In regional operations, Tisser prioritizes hiring local talent to foster employment and create deeper community ties. Local project managers, cluster heads, and SPOCs (Single Points of Contact) lead initiatives like the bamboo and carpet clusters, in Nagpur. This localized leadership approach strengthens cultural connections, enhances project effectiveness, and ensures that community insights directly inform decision-making.

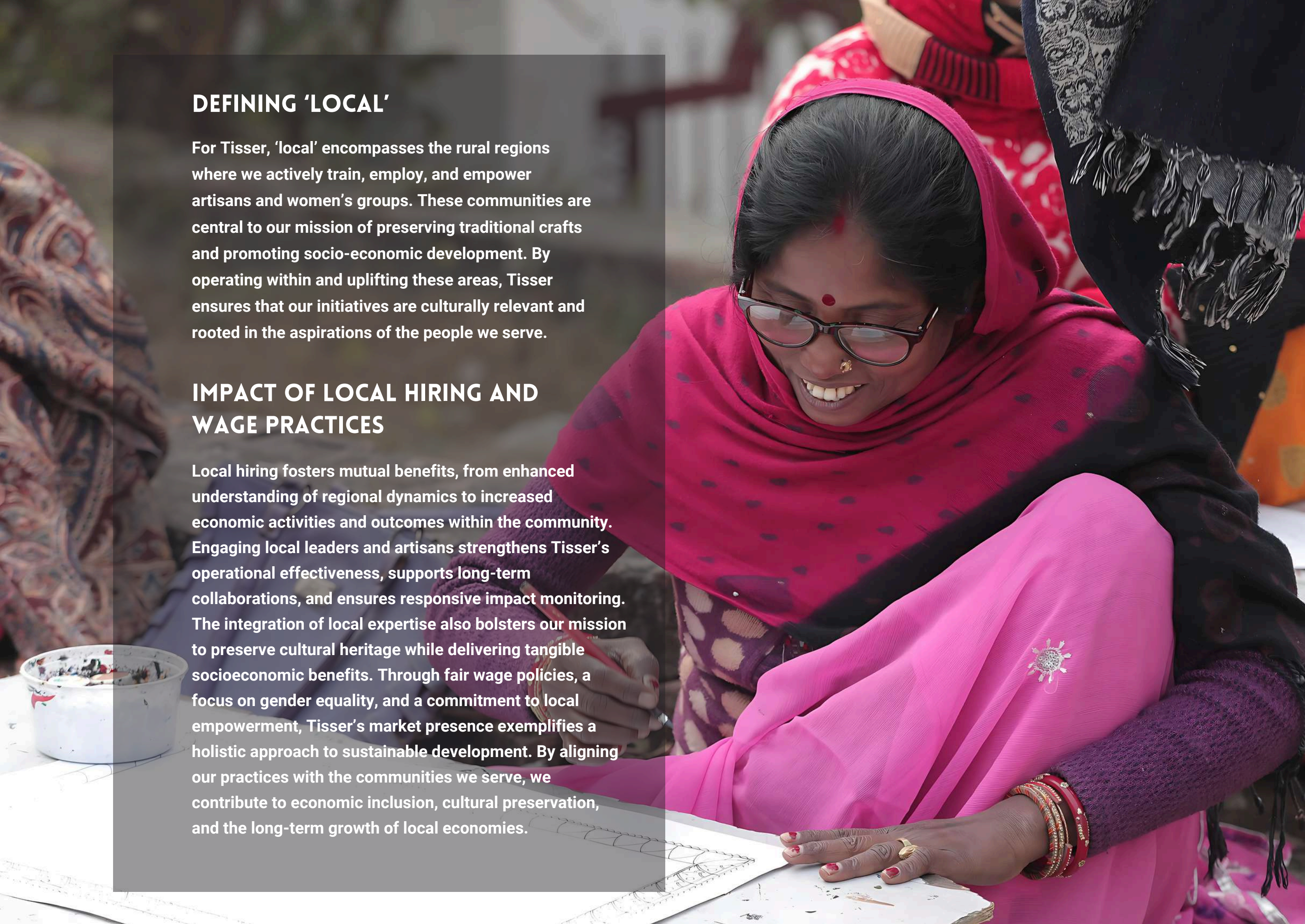


## DEFINING 'LOCAL'

For Tisser, 'local' encompasses the rural regions where we actively train, employ, and empower artisans and women's groups. These communities are central to our mission of preserving traditional crafts and promoting socio-economic development. By operating within and uplifting these areas, Tisser ensures that our initiatives are culturally relevant and rooted in the aspirations of the people we serve.

## IMPACT OF LOCAL HIRING AND WAGE PRACTICES

Local hiring fosters mutual benefits, from enhanced understanding of regional dynamics to increased economic activities and outcomes within the community. Engaging local leaders and artisans strengthens Tisser's operational effectiveness, supports long-term collaborations, and ensures responsive impact monitoring. The integration of local expertise also bolsters our mission to preserve cultural heritage while delivering tangible socioeconomic benefits. Through fair wage policies, a focus on gender equality, and a commitment to local empowerment, Tisser's market presence exemplifies a holistic approach to sustainable development. By aligning our practices with the communities we serve, we contribute to economic inclusion, cultural preservation, and the long-term growth of local economies.



## INDIRECT ECONOMIC IMPACT

Tisser has implemented significant infrastructure and service upgrades to empower artisan communities and improve their economic outcomes like

Addressing skill gaps in our clusters, including block and screen printing, Tisser upgraded infrastructure and delivered specialized training, enabling artisans to scale their operations effectively.

Skilling interventions and product innovation, including home linen production, transformed simple design outputs into high-demand products, leading to larger vendor orders.

Organized women artisans into producer groups, offering comprehensive support including training, market access, and digital literacy.

Providing working capital enhanced productivity and allowed artisans to meet increasing market demands.

Revived unused looms and introduced master trainers for skill development, rejuvenating traditional crafts and boosting artisans' businesses.

Established hubs in Rajasthan, Madhya Pradesh, Orissa, Maharashtra, and other states for outreach and infrastructure support, enabling localized development.

These efforts span 18 states and have positively impacted over 10,000 artisans in 1,000 rural clusters by enhancing infrastructure, building skills, and improving market access.

## CURRENT AND EXPECTED IMPACTS

**Infrastructure and Skill Upgrades:** Enhanced productivity and quality outputs across all our clusters have made artisans competitive in larger markets. There has not been any significant infrastructural development for employees

**Community Development:** Integrating artisans into global and national value chains has fostered social cohesion and preserved cultural heritage.

**Economic Upliftment:** Investments have revived traditional crafts and created sustainable livelihoods, particularly for women, increasing household incomes and economic independence.

While the impacts have been overwhelmingly positive, challenges such as potential market dependency and seasonal craft sector fluctuations require careful mitigation to ensure sustainability.



## SIGNIFICANT INDIRECT ECONOMIC IMPACTS

### Economic Empowerment

Women artisans have reported an average 50% increase in family income in majority of the clusters, fostering financial independence and improving living standards.

### Revival of Traditional Crafts

Tisser's initiatives have preserved India's rich cultural heritage by enhancing artisans' skills and increasing their access to diverse markets.

### Sustained Growth

Most of our clusters have benefited from long-term support, securing significant orders, enabling steady socioeconomic progress, and gaining access to wider markets.

### Strengthened Gender Roles

Many women now experience greater agency, with their opinions being valued in family matters, signifying a notable shift in gender dynamics and empowerment.

## NATURE OF INVESTMENTS AND SERVICES

Tisser's investments are designed to empower artisan communities through a blend of in-kind support and pro bono engagements. These initiatives prioritize community upliftment over commercial gains.



## POTENTIAL CHALLENGES

### Market Dependency

Artisans face the risk of becoming overly reliant on Tisser for market access, necessitating the need for diversification.

### Seasonal Vulnerabilities

The seasonality of the craft sector may lead to income inconsistencies, requiring strategies to ensure year-round financial stability.

## CONTRIBUTION TO LONG-TERM ECONOMIC GROWTH

Tisser's strategic focus on end-to-end supply chain development, capacity building, and infrastructure investments fosters resilience in local economies by consistently supporting traditional crafts. Tisser drives inclusive economic development across its operational regions, ensuring long-term benefits for artisans and their communities.



# ANTI CORRUPTION

## RISK ASSESSMENT FRAMEWORK

Tisser is planning to implement a risk assessment framework, which will be tailored to the scale and scope of our operations. Given our relatively small workforce and limited procurement activities, the emphasis on anti-corruption measures has historically been minimal. However, we understand that as we grow, the importance of robust anti-corruption policies and practices becomes increasingly critical.

To date, Tisser's risk assessments have included evaluations of corruption risks at both the operational and project levels. Our operations, particularly at the project level, involve community-managed procurement processes, which typically involve small-scale transactions. Despite the smaller scale, we have instituted checks and balances to mitigate potential risks. These include third-party audits for each cluster, as well as periodic audits at the office level, ensuring transparency and accountability across all our activities.

## COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES

We have communicated our anti-corruption policies and procedures to our management team during the policy development phase, gathering collective feedback to identify key areas for focus. Although we have not yet conducted formal training sessions for all employees and business partners, we recognize the necessity of doing so as we expand. In the coming fiscal year, we plan to implement a more comprehensive communication and training program, ensuring that all governance body members, employees, and business partners are fully aware of and equipped to uphold our anti-corruption standards.

## HANDLING AND REPORTING CORRUPTION INCIDENTS

When corruption risks or incidents arise, they are reviewed by our management committee. This process includes interviews with the individuals involved, ensuring a fair and thorough evaluation before taking any disciplinary actions. We are also committed to maintaining transparency in how we handle confirmed incidents of corruption, ensuring accountability at all levels of the organization.



**OUR ECO-RESPONSIBILITY**

Tisser is committed to reducing its carbon footprint by using eco-friendly materials, promoting energy-efficient operations, and adopting sustainable practices. We emphasize waste reduction through recycling and upcycling initiatives while engaging artisans and partners to amplify our collective environmental impact.

Over the past fiscal year, Tisser has actively monitored carbon emissions and sequestration, particularly measuring the carbon dioxide equivalent saved through our bamboo cluster products. By utilizing the Life Cycle Assessment methodology, we identified key areas for improvement and implemented strategies to reduce emissions. Looking ahead, our roadmap focuses on minimizing waste, optimizing water usage, and educating consumers on environmental sustainability. We are eager to collaborate with partners and adopt eco-friendly technologies to contribute meaningfully to global climate change mitigation efforts.

## EMISSIONS POLICY AND REDUCTION

Due to current data limitations, Tisser acknowledges a gap in emissions reporting but is committed to bridging this through a robust policy, implementation framework, and monitoring system for Scope 1 and Scope 2 emissions starting in the next fiscal year. This will enable accurate tracking and reduction of our emissions, aligning Tisser with environmentally responsible practices and long-term sustainability goals.

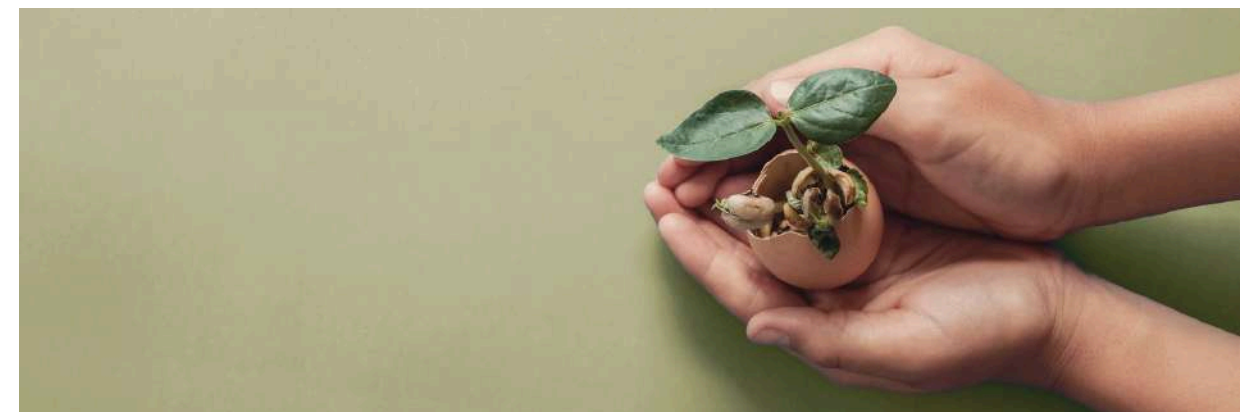
## PLASTIC REDUCTION INITIATIVES

**Recycling and Upcycling** : Tisser actively transforms single-use plastics into eco-friendly bags through our clusters and is transitioning towards sustainable alternatives such as paper, jute, cloth, and locally sourced biodegradable materials.

**No-Plastic Policy** : We are committed to eliminating plastic usage in our offices and events, focusing on items like single-use plastics, bottles, and similar products. To support this goal, we will implement policies and incentives encouraging employees to adopt reusable alternatives, fostering a sustainable and plastic-free environment. To enhance the impact and drive participation, we plan to host awareness sessions and employee engagement activities. This comprehensive initiative is scheduled to launch in 2025.

**Vendor Collaboration**: Tisser is actively exploring partnerships with vendors who prioritize minimal packaging and support bulk purchasing practices to reduce packaging waste. We are evaluating opportunities to collaborate with both existing vendors and potential new partners to strengthen these efforts.

**Collaboration with Stakeholders**: Tisser aims to enhance collaborations with government bodies, NGOs, and industry peers to advance the development of plastic alternatives in the craft sector, setting a new benchmark for sustainability



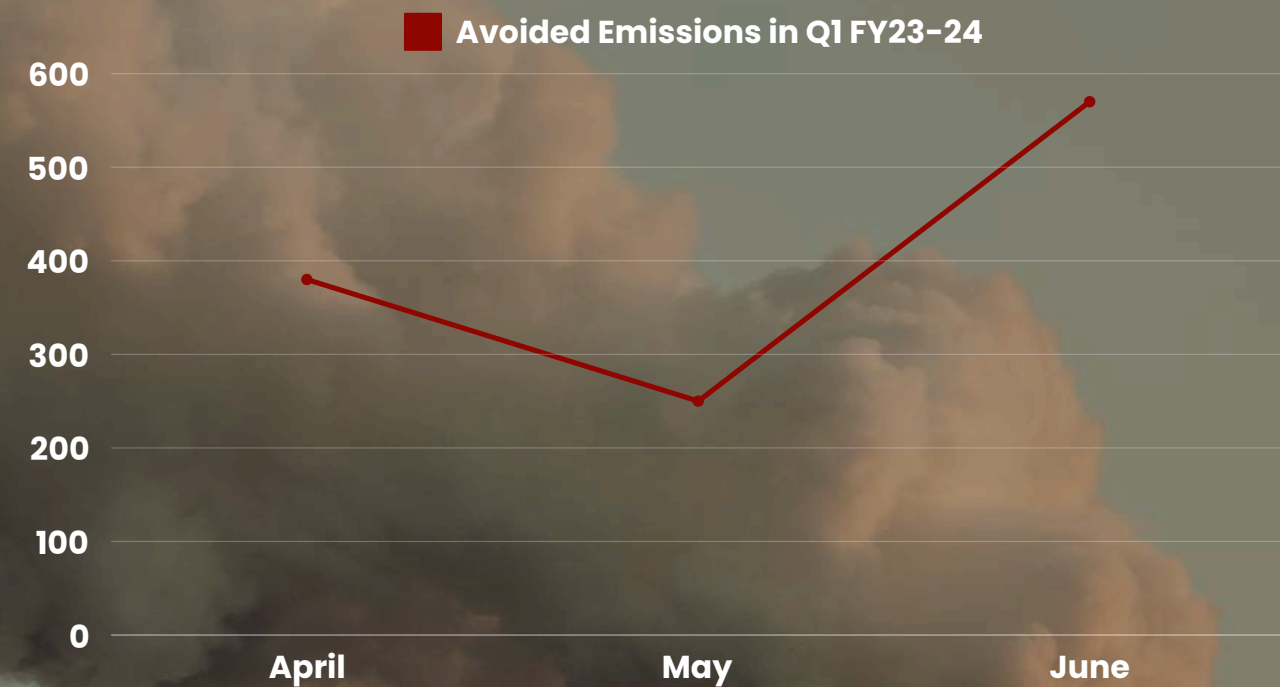
**No-Plastic Policy:** Tisser is committed to eliminating plastic use across all operations, production units, and events, starting in 2025. Our "No-Plastic Policy" will focus on eliminating single-use plastics and bottles, replacing them with reusable alternatives. To drive participation, we will introduce policies, incentives, and engage employees through awareness sessions and activities. This initiative, integrated into our ESG roadmap, aims for significant plastic reduction and a sustainable, eco-friendly environment, with ambitious targets set for the next fiscal year.

## PLASTIC REDUCTION INITIATIVES

**Sustainable Materials:** Tisser is committed to using and promoting sustainable materials like bamboo, jute, wood, Kosa silk, and other nature-based renewable resources to replace synthetic fibers. Additionally, we are actively exploring the use of recycled and bio-based materials to enhance the sustainability of our products.

**Plastic-Free Product Line:** The organization is developing a "Plastic-Free" product line to cater to eco-conscious customers, supported by certifications and innovative branding tools like gift cards.

**Circular Product Design:** Tisser is exploring circular product design, aiming to create durable, reusable, and repairable products with minimal plastic content, promoting long-term sustainability.



## CIRCULARITY IN POST CONSUMER TEXTILE WASTE

**Flagship Circular Economy Project:** In Navi Mumbai, Tisser applies circular economy principles by turning post-consumer textile waste into aspirational clothing. The project actively involves local communities in sustainable practices, providing opportunities for skill development and income generation. This initiative creates a model for positive environmental and social change within the textile industry, demonstrating both sustainability and community empowerment.

**TOGETHER FOR A JUST FUTURE**



**THE  
FUTURE**

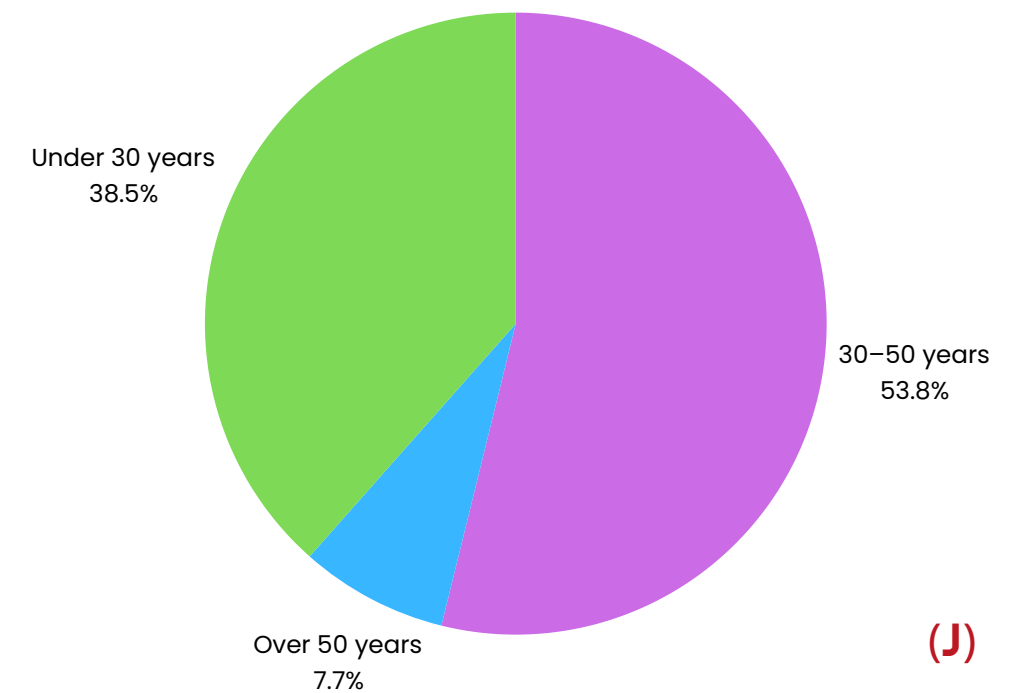
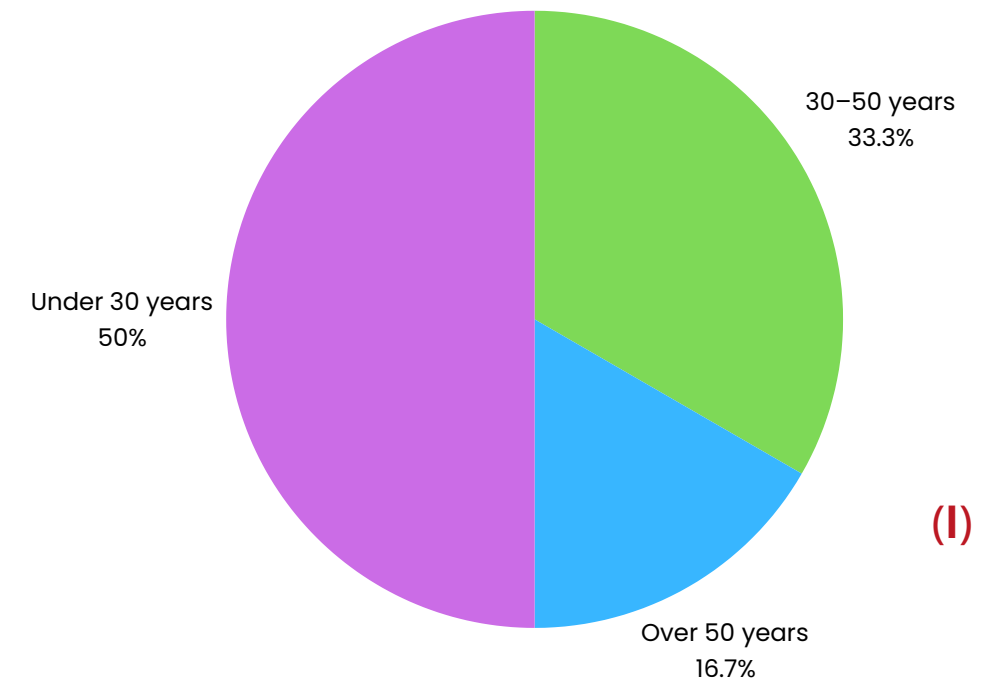
## EMPLOYEE DIVERSITY

As a proud participant in the DEIA (Diversity, Equity, Inclusion, and Accessibility) cohort, Tisser is dedicated to embedding these values across all our clusters. We are actively working on DEIA aspects to create an inclusive and equitable environment for all artisans and employees. Moving forward, DEIA will be a cornerstone in all our upcoming projects, ensuring that our growth is inclusive and fair.

Our commitment extends beyond our organization. Tisser is devoted to contributing to national and international sustainability goals. We aim to collaborate with various institutions that are striving to achieve these objectives, offering our support and expertise to drive collective progress.



**Gender (i) New Employee Hires (j) Employee Turnover**



**Age Group (i) New Employee Hires (j) Employee Turnover**

A close-up photograph of two people in business attire shaking hands over a table. The background is blurred, showing an office setting with documents and a pen on the table. The text is overlaid on the left side of the image.

## **RECRUITMENT AND RETENTION STRATEGIES**

As a growing organization, Tisser is committed to strengthening capacity to attract and retain skilled professionals. While we currently operate without a formalized talent acquisition framework, significant progress was made during the latter half of the year 2024 with our participation in a DEIA (Diversity, Equity, Inclusion, and Accessibility) cohort. This initiative has laid the foundation for a DEIA-focused hiring policy, which is set to be implemented in the coming months. By prioritizing diversity and inclusion, this policy aims to attract a broader pool of qualified candidates and foster a supportive, equitable workplace.

Tisser's DEIA initiative underscores our commitment to cultivating an environment where employees feel valued, empowered, and equipped to contribute meaningfully to our mission.



## **EMPLOYEE BENEFITS**

Tisser's focus as a not-for-profit organization is directed toward creating a meaningful community impact, which shapes our approach to employee benefits. While the scope of formal benefits is currently modest, part-time employees, including volunteers and interns, are engaged in meaningful roles and have access to welfare initiatives and developmental opportunities.

Tisser supplements its benefits with welfare programs, awareness sessions, and value-adding workshops that promote employee well-being and personal growth. We recognize the importance of supporting employees with family responsibilities, and we are actively exploring the possibility of introducing family-friendly leave policies in line with our growth and commitment to employee welfare.

These initiatives reflect our holistic approach to employee engagement, aiming to enhance their professional and personal journeys.

As Tisser evolves, we remain committed to exploring innovative ways to strengthen recruitment, retention, and employee welfare, ensuring alignment with our values and long-term vision.

## **TRANSITION ASSISTANCE PROGRAMS**

Tisser has evaluated the potential need for formal transition assistance programs, such as pre-retirement planning or job placement services. While these programs are not currently in place, they form part of the organization's long-term vision as it continues to expand.

## **ENHANCING PERFORMANCE AND CAREER DEVELOPMENT**

Tisser's current and future initiatives towards a more structured and inclusive approach to training, performance evaluation, and career development reflect its steadfast commitment to the people. As an initial step, we have introduced an online employee and operations management platform to facilitate information sharing, education, monitoring, evaluation, and strategic planning every month. Through these investments, we aim to empower our workforce, boost productivity, and establish a robust foundation for sustained success and communication.

## **FUTURE OUTLOOK**

Tisser is committed to fostering a culture of feedback and collaboration. Currently, team meetings held twice a week provide an open platform for discussing tasks, setting objectives, and offering feedback. These sessions, while informal, enable clear communication and encourage teamwork. By mid 2025, Tisser aims to implement a structured performance review system to support employee growth and career development. This formalized framework will align with the organization's vision of continuous improvement and professional excellence.

# "FOSTERING TALENT, DRIVING IMPACT: EMPOWERING SKILLS FOR COLLECTIVE GROWTH"

## **TALENT MANAGEMENT & PERFORMANCE ENHANCEMENT**

Tisser is dedicated to nurturing and empowering our employees and artisans by fostering opportunities for skill development and professional growth.

Recognizing the need to formalize training structures, we are actively working to enhance and streamline our training initiatives, ensuring sustainable and impactful capacity building across all levels.

Employees currently benefit from an estimated 15-20 hours of training annually. While these sessions are primarily project-specific—tailored to the unique requirements of beneficiaries—Tisser acknowledges the importance of a more comprehensive approach.

To address this, the organization plans to introduce a robust monitoring, evaluation, and reporting (MER) framework and implementation in the upcoming fiscal year. This framework will enable better documentation, assessment, and transparency in training programs, ensuring continuous improvement. Starting from the next reporting period, we will disclose metrics on participation and the types of training programs offered.

## **PROGRAMS FOR SKILL ENHANCEMENT**

As a growing NGO, Tisser provides periodic resources and guidance to help employees enhance their skills, including refresher courses and soft skills training. While these programs are currently limited in scope, they reflect Tisser's commitment to professional development and lifelong learning. To further this initiative, we are planning an internal assessment to map employees' aspirations and skill levels, paving the way for the development of a comprehensive training program tailored to their growth needs.

## **EXPLORING EXTERNAL TRAINING SUPPORT**

Although Tisser does not currently have a dedicated funding program for external training or education, the organization is exploring opportunities to incorporate such initiatives. As Tisser's focus on Diversity, Equity, Inclusion, and Accessibility (DEIA) grows, funding for external skill-building programs will be prioritized, further empowering employees to achieve their professional goals.





## **OPERATIONS AND LABOUR MANAGEMENT**

At the heart of Tisser's operations is a steadfast commitment to fostering a transparent, inclusive, and collaborative work environment. The organization believes that clear communication and proactive engagement are essential to empowering employees and driving collective success. Tisser's labour management practices are rooted in its values of trust, cooperation, and adaptability, ensuring that employees remain informed, motivated, and aligned with the organization's mission. By prioritizing open dialogue and continuous improvement, Tisser creates a foundation for sustainable growth and meaningful impact.

Tisser is dedicated to maintaining trust and alignment within its workforce by communicating operational changes in a timely and transparent manner. Significant changes are usually communicated at least one week in advance, giving employees adequate time to plan and adapt. In cases where quick adjustments are required, Tisser ensures prompt and clear communication to keep employees well-informed and aligned.

The organization employs a variety of communication channels, including in-person meetings, dedicated WhatsApp groups, email notifications and verbatim as to ensure information reaches all employees effectively. This multi-channel approach reflects our commitment to inclusivity and accessibility, ensuring that every team member feels connected and valued. Such efforts highlight the organization's adaptability and responsiveness, key traits that enable it to navigate dynamic operational landscapes while keeping employees at the center of its decision-making processes.

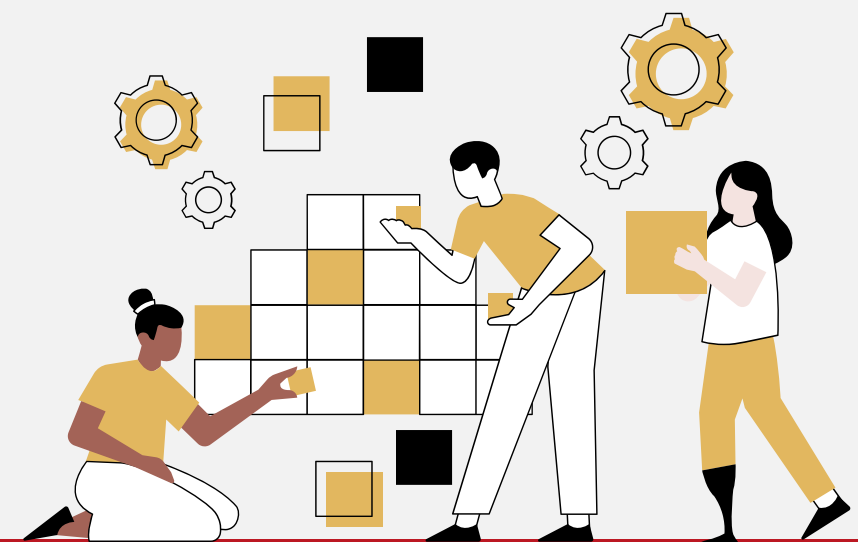
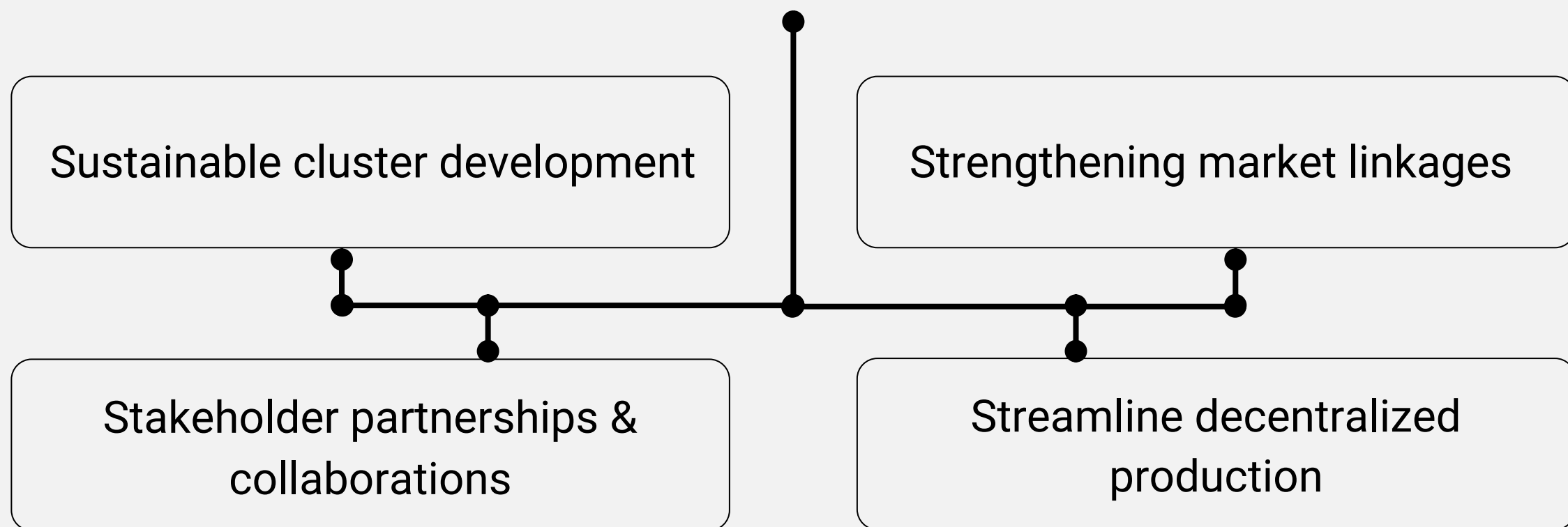
## **EMPOWERING GROWTH THROUGH ADAPTATION, TRANSPARENCY, AND EMPLOYEE-CENTRIC EXCELLENCE**

Tisser understands that managing change effectively is an ongoing process. We as an organization continuously refine our communication strategies to strike a balance between the immediacy of operational needs and employees' requirements for adequate preparation. By embracing a culture of learning and adaptation, Tisser demonstrates its commitment to fostering a positive and resilient work environment. This approach not only enhances internal processes but also reflects our dedication to building a workplace that thrives on transparency, trust, and mutual support.

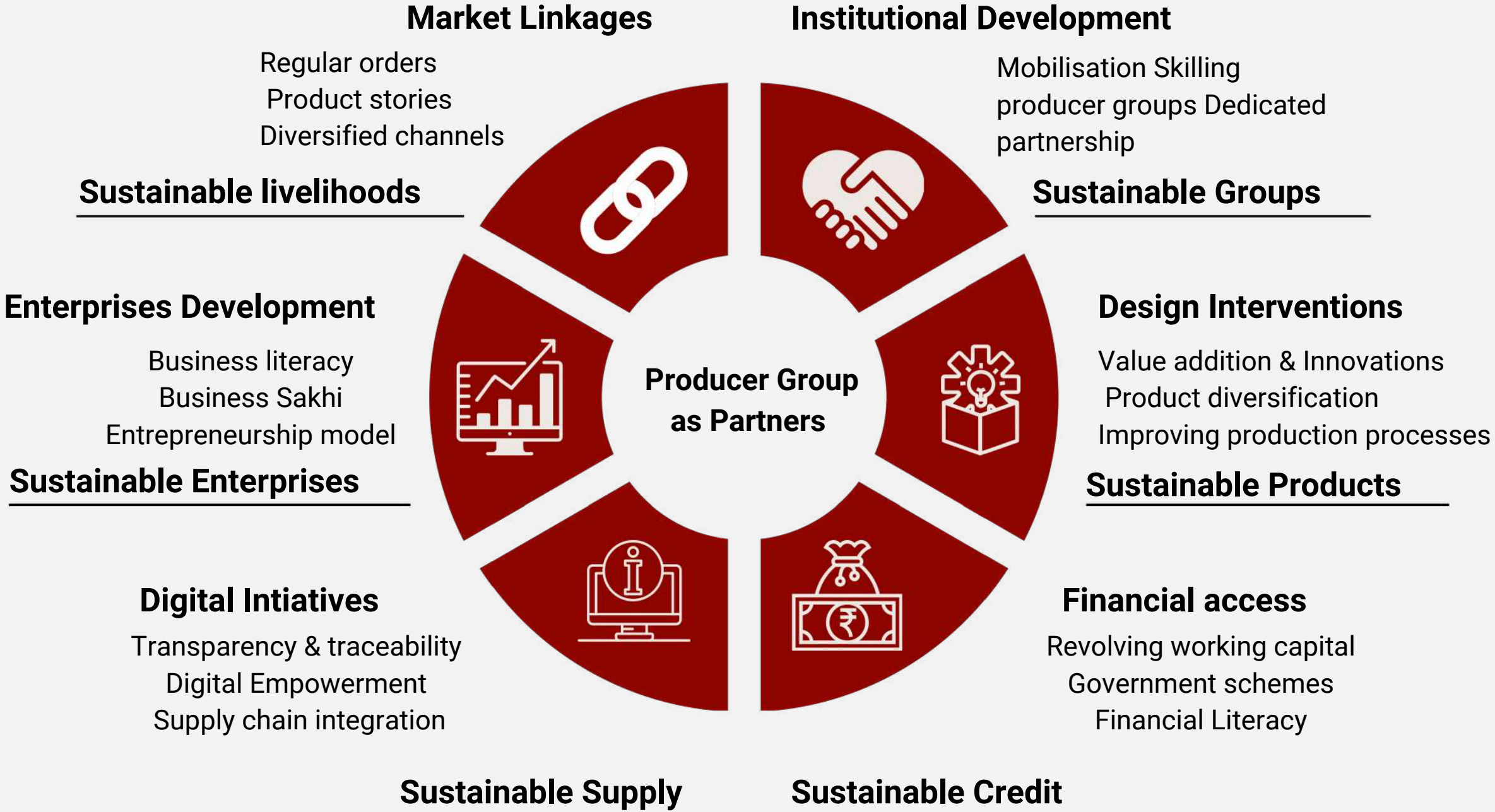
Through transparent communication, inclusive practices, and a commitment to continuous improvement, we position ourselves as a progressive organization that recognizes employees as key contributors to our mission. This dedication to operational excellence and employee well-being underscores Tisser's potential for sustained growth and the capacity to adapt and excel in a rapidly changing environment.



# STRATEGIC PATH



# Sustainable Clusters



## CODE OF CONDUCT, ACCOUNTABILITY AND TRANSPARENCY

At Tisser, work ethics form the backbone of our organizational culture. Our commitment to integrity, fairness, and accountability drives our operations and reinforces our alignment with social responsibility and sustainable development goals. By fostering a transparent and supportive work environment, we strive to empower employees and maintain trust with stakeholders. While our leadership actively promotes ethical behaviour through open communication, we acknowledge the importance of formalizing these efforts as we grow. Looking ahead, Tisser aims to establish a comprehensive framework for ethical standards, ensuring consistency and fostering a culture of accountability at all levels of the organization.

### Leadership and Organizational Culture

Tisser's leadership demonstrates a strong commitment to ethical practices, fostering an inclusive and transparent work culture. Regular meetings encourage open dialogue, enabling employees to voice concerns and share ideas. However, we recognize the need for a more strategic approach to reinforce ethical behavior. Moving forward, we will focus on strengthening leadership engagement, embedding ethical principles into operational processes, and measuring the impact of these initiatives to cultivate a resilient and ethical organizational culture.

### Reporting and Managing Ethical Concerns

Tisser recognizes the significance of addressing ethical violations in a structured manner. Currently, informal feedback mechanisms provide oversight, but we are actively working to implement formalized processes. These will include clear reporting channels, guidelines for managing violations, and safeguards for whistleblowers. Establishing a safe and supportive environment for reporting ethical concerns remains a top priority, as it strengthens accountability and reinforces employee confidence.





## CELEBRATIONS AT TISSER: EMBRACING FESTIVITY AND CULTURE

At Tisser, celebrations are not just about festivities; they are a reflection of the vibrant culture and diversity that drive our purpose. Each festival brings together our artisans, employees, and communities, creating moments of joy, togetherness, and cultural pride.

### Festive Joy Across Cultures

Tisser celebrates festivals like Diwali, Holi, Eid, Christmas, Ganesh Chaturthi, and regional harvest festivals with enthusiasm, embracing the diversity of our artisans and stakeholders. Each event is an opportunity to honor the cultural heritage of our artisan communities while fostering a sense of unity and belonging.

### Crafting Traditions with Artisans

Festivals at Tisser often center around showcasing the unique artistry of our craftspeople. Diwali, for instance, sees the creation of handcrafted lamps, rangolis, and home décor items, while Christmas is marked by festive ornaments and eco-friendly gifts. These products not only symbolize the festive spirit but also serve as a testament to the skill and creativity of our artisans.

### Community Involvement

Festivals also serve as a platform for social engagement. Tisser organizes exhibitions, pop-up stores, and online promotions during festive seasons to bring the artisans' creations to a wider audience. Initiatives like distributing handmade gifts to underprivileged communities reflect our commitment to social responsibility.

### Sustainability in Celebrations

True to our ethos, Tisser's celebrations prioritize sustainability. We promote the use of eco-friendly materials, from decorations to packaging, ensuring that the festive joy aligns with our commitment to environmental stewardship.

At Tisser, celebrations are more than just events; they are a celebration of life, culture, and the spirit of togetherness. They remind us of the rich heritage we aim to preserve and the strong community we continue to build.



## EMPOWERED COMMUNITIES THROUGH HEALTH, INCLUSION, AND ECONOMIC GROWTH"

### Community Well-being

Tisser supports initiatives that enhance health and well-being, such as our association with projects like "Whola," which raise health awareness among young women. We also conduct workshops and educational sessions on topics like waste management, entrepreneurship, and financial literacy, equipping communities with valuable life skills.

### Economic Inclusion and Growth

By integrating rural communities into regional and national value chains, Tisser creates economic opportunities that uplift marginalized groups. Our collaborations with government bodies, NGOs, and private organizations help build a resilient ecosystem for community development.

### Inclusive Approach

We champion diversity, equity, inclusion, and accessibility (DEIA) in all our efforts. By engaging with diverse communities and fostering an environment of mutual respect, we ensure that everyone, regardless of their background, benefits from our initiatives.



## MARKETING AND LABELLING PRACTICES

Tisser ensures transparency and compliance in our marketing and labeling practices to provide customers with accurate, responsible, and comprehensive product information. By leveraging technology and adhering to regulatory standards, Tisser builds trust and strengthens brand integrity.

Labeling Information	Details Included
SKU Code	Unique product identifier
Product Category	Classification of the product
Size/Weight	Dimensions and weight specifications
Length	Measurements for applicable products
Product Description	Overview of product features
Color	Primary color(s) of the product
Material	Raw materials or components used
Manufacturing Date	Production date
Barcode and Number	For tracking and identification
Company Details & Contact Info	Address and customer service details
Handling & Care Instructions	Guidelines for maintenance



Tisser maintains that 100% of its significant product categories are compliant with labelling standards. Regular assessments are conducted to ensure that all products meet the required information standards, with notable examples such as the Canvas Warli Laptop Bag, which features full compliance labeling.

To improve transparency, Tisser provides comprehensive product details, including dimensions, materials, and care instructions. Artisans in our clusters are equipped with kosha device on their handlooms, and final products feature QR codes that allow consumers to learn about the artisans' stories and the environmental impact associated with each product.

Through Kosha technology, Tisser also leverages IoT capabilities for traceability, utilizing tamper-proof labels and QR codes to confirm product authenticity. This technology enables end-to-end supply chain visibility from the weaver to the customer, ensuring that products are ethically and sustainably sourced.

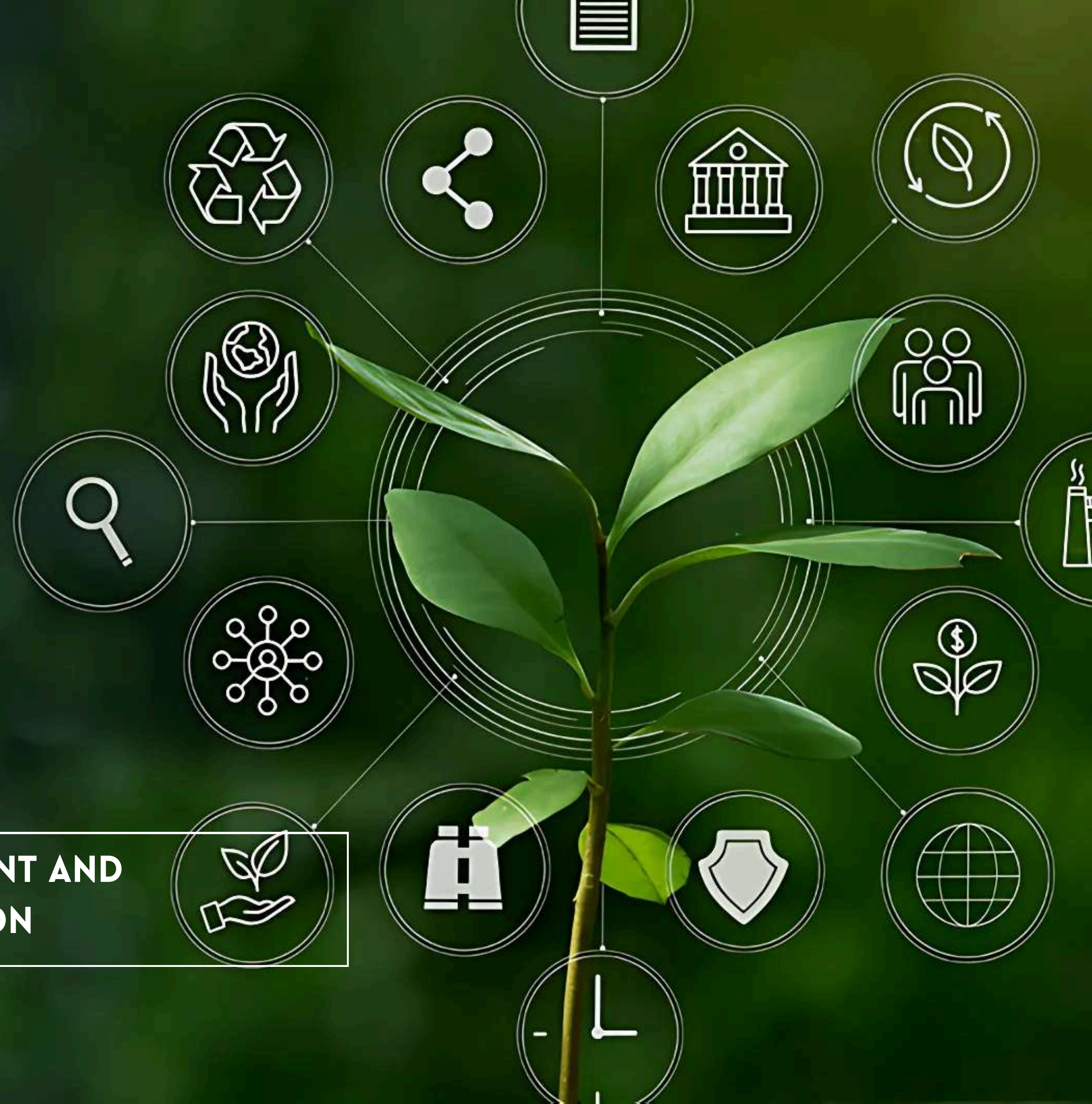
Customers and end users have several channels to provide feedback or seek more information about Tisser's products. These channels include email , Tisser's website , and a direct customer service line . This feedback loop allows Tisser to continuously refine its labeling practices in response to customer needs and regulatory compliances.

Tisser's commitment to responsible marketing and transparent labelling aligns with its values of sustainability, authenticity, and social impact. By prioritizing ethical labelling practices and technology-driven transparency, Tisser enhances consumer confidence and promotes a stronger connection between customers and the artisans who craft each product.

**O** incidences of regulatory non-compliance with regulations concerning product and service information and labelling

incidents of non-compliance on communications accurately reflect product attributes, values, and benefits, minimizing the risk of misleading or non-compliant messaging

**MATERIALITY ASSESSMENT AND  
STAKEHOLDER INCLUSION**



# MATERIALITY ASSESSMENT

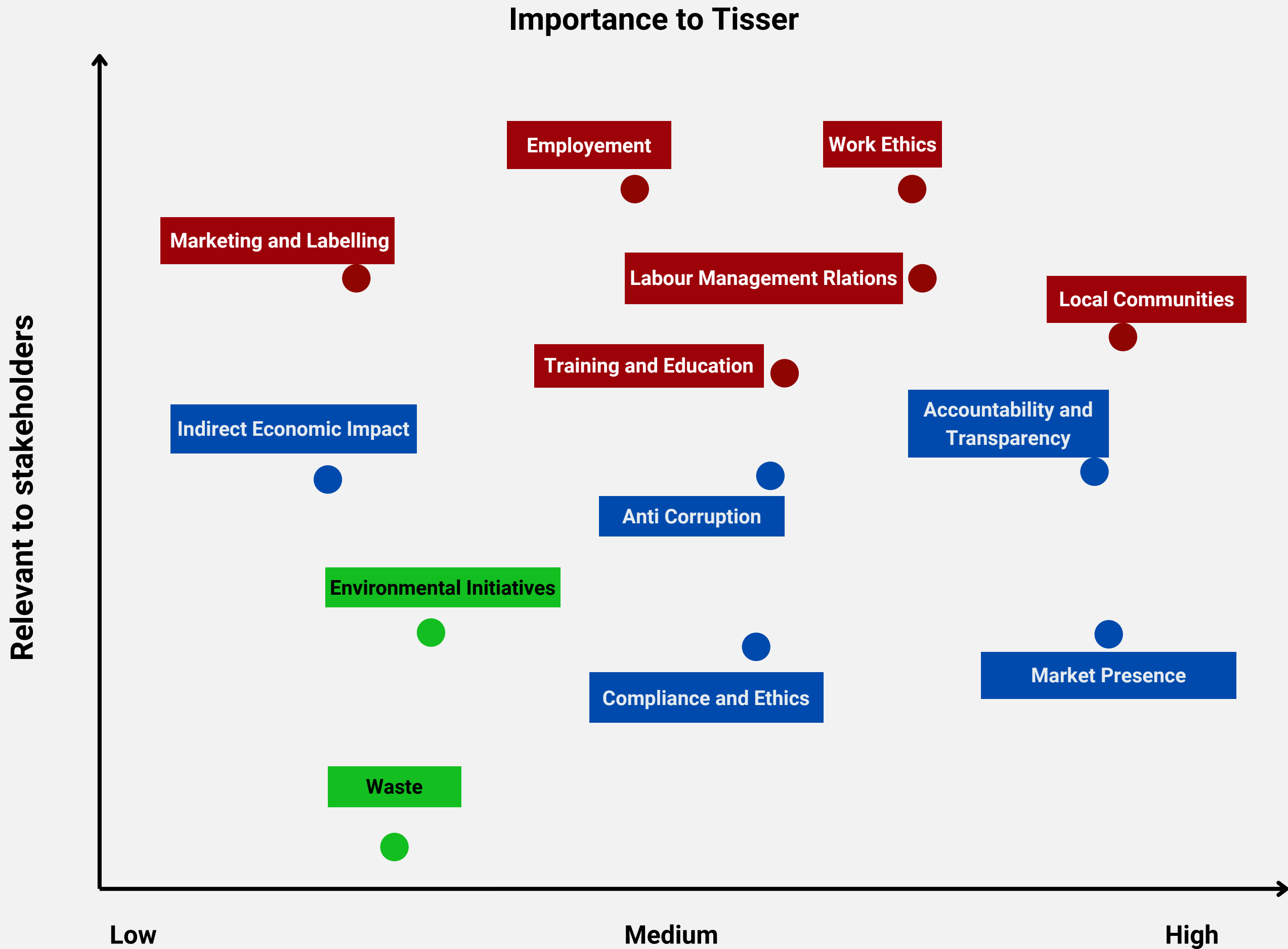
We live in an uncertain and constantly changing world. Having a formal process to identify our material sustainability issues helps us report on those that matter most to our business and stakeholders. We use our sustainability materiality assessment to identify priority sustainability issues across our value chain so that we are able to report on the issues of most interest to our stakeholders.

Our assessment revolved around both materiality and double materiality, considering dual impacts arising from the internal impact that sustainability issues have on our business and our external impact on society, environment and economy. Global and regional frameworks (such as GRI, SASB and BRSR), regulatory standards, emerging sustainability and ESG trends, together with our stakeholder engagement has helped us identify and shortlist our key material topics.

The survey was conducted by our ESG Lead over a period of 10 days and included participation from both internal and external stakeholders. They were thoroughly involved in the material topic identification process, from filling the survey form to having meaningful discussions to providing insights in interview. These discussions prioritized the organization's context, operations, business, and stakeholder interests. The identified material topics cover the entire ESG landscape relevant to us, along with the associated risks and opportunities

Internal Stakeholders	External Stakeholders
Employees	Board Members, Management team, Investors, Customers, Local Community, Consultants, Legal Advisors

Single Materiality	Double Materiality
<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Ethics, Transparency &amp; Compliance</li> <li>• Risk Management</li> <li>• Brand Value &amp; Brand Equity</li> <li>• Data Privacy &amp; Security</li> <li>• ESG integration in operation</li> <li>• Digital Transformation and Innovation</li> <li>• Diversity, Equity &amp; Inclusion (DE&amp;I)</li> <li>• Human Capital Development (Training &amp; Education)</li> <li>• Employee Health, Safety &amp; Wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder Engagement &amp; Relationship Management</li> <li>• Grievance Redressal Mechanisms</li> <li>• Rural Livelihood &amp; Development</li> <li>• Women Empowerment &amp; Gender Equality</li> <li>• Responsible marketing and selling</li> <li>• Community initiatives</li> <li>• Climate Change &amp; Environment stewardship</li> </ul>





## STAKEHOLDER ENGAGEMENT

Stakeholder	Frequency	Reason	Methodology
Employees	Weekly/Monthly	Essential to operations and success Regular engagement ensures smooth operations, project updates, and addressing concerns.	Staff meetings, performance reviews, team collaboration tools, surveys, Social media groups, town halls.
Artisans	Weekly/Monthly	Artisans are vital to production. Engagement helps with training, monitoring progress, addressing concerns and discussing production and quality.	Training sessions, workshops, cluster visits, feedback loops.
Volunteers	Occasional (as needed)	Contributes to specific projects or events. Engagement ensures that they are informed, motivated, and understand their roles. Enhanced learning and contribution	Volunteer orientation, email updates, event briefings, recognition events.
Management Team	Weekly/Monthly	Sets strategic direction. Frequent communication ensures alignment on goals, progress, and problem solving. Fundraising , Allocation and Utilization	Executive meetings, strategic planning sessions, performance reviews.

Stakeholder	Frequency	Reason	Methodology
Corporate Partners	Quarterly/ Annually	Corporate partners support CSR and sustainability initiatives. Ongoing engagement is important for collaboration, reporting, long term partnerships and future opportunities.	Status meetings,M&E reports ,Impact Reports , CSR reports, collaborative projects.
Customers	Ongoing (Monthly/Annually)	Customers are essential for Tisser's financial sustainability. Engagement ensures satisfaction, feedback, and brand loyalty.	Social media, surveys, email marketing, customer service interactions, events.
Suppliers and Vendors	Monthly/Quarterly	Providing essential materials and products across the value chain, along with consistent engagement, ensures timely deliveries and upholds product quality	Supplier meetings, email communication, purchase orders, audits.
Local Communities	Weekly/Monthly	Communities are involved in production and benefit from Tisser's programs. Engagement helps build trust, assess needs, and offer support.	Community meetings, outreach programs, surveys, focus groups discussions, collaborative projects, workshops
Government Bodies	As needed (Quarterly/Monthly/Annually)	Government bodies ensure compliance with policies and regulations and can provide funding and support. Long term sustainability and wider program outreach	Formal meetings, policy advocacy, regulatory updates, funding proposals.

## STORIES OF CHANGE



**NARMDA DEVI, MADHUBANI ARTIST**

**Narmada Devi: Leading the Revival of Madhubani Art**  
"My name is Narmada Devi, and I am proud to lead the Madhubani cluster at the age of 60. The pandemic tested our resilience, but it also strengthened my belief that we must reach our customers and grow our business to keep our art alive.

With decades of experience in Madhubani art, I have learned to face challenges with a smile, drawing strength from my faith in our craft and the power of consistent effort. As a leader, I strive to lead by example, inspiring the women in our cluster to embrace challenges and seize opportunities.

Thanks to the support of LTI Mindtree and Tisser, we have set a bold goal to double our cluster's size—both in the number of women artisans and our turnover. Together, we are working towards a brighter future for Madhubani art, blending tradition with modern opportunities.

I believe that experienced leadership, collective action, and strong support from organizations like LTI Mindtree and Tisser can empower traditional art forms to thrive in today's world. With our shared vision, I'm confident the Madhubani cluster will achieve great heights."



**POOJA DEVTALE , KHADI ARTISAN**

### Weaving Dreams in Khadi: Pooja Devtale's Story

"My name is Pooja Devtale, and I am from Amravati. My journey from being a homemaker to becoming a khadi artisan has been nothing short of life-changing. Khadi weaving has not only given me a skill but also a purpose and identity I'm incredibly proud of.

It all began when I discovered my passion for weaving and, with the support of the HCL Foundation and Tisser, started creating khadi. Though the work is physically demanding, it brings me immense joy to contribute to my family's finances. Slowly but surely, weaving has helped me gain confidence and earn respect within my family and community.

I love experimenting with designs and patterns, and seeing my creations admired in urban markets is deeply rewarding. With the help of KOSHA devices, my authentic khadi work has reached many people, and this recognition means so much to me.

What's most fulfilling is knowing that my story has inspired other women in my neighborhood to explore their own potential. I firmly believe that with passion, perseverance, and a little creativity, anyone can craft a life of independence and fulfillment, just like I did."



# APPENDIX

## GLOBAL REPORTING INITIATIVE (GRI) STANDARDS

Our reporting has been prepared in reference with the Global Reporting Initiative (GRI) Standards. The table below links to where the relevant information can be found in our 2024 ESG Report and on our corporate website.

*Statement of use* The Tisser Artisans Trust has reported the information cited in this GRI content index for the period July 1, 2023 to June 30, 2024, in accordance with the GRI Standards.

## GRI 1 USED

GRI 1: Foundation 2021

**DISCLOSURE****REFERENCE / RESPONSE**

<b>2-1 Organizational details</b>	<b>Tisser Artisan Trust, founded in 2016, is dedicated to empowering rural clusters in India through the promotion of handmade, sustainable handicrafts. Committed to preserving India’s cultural heritage, Tisser supports local artisans by providing platforms to showcase their skills, generate income, and foster women’s empowerment. By bridging rural livelihoods with urban markets, Tisser contributes to socio-economic development, sustainability, and entrepreneurship, all while celebrating India’s rich artistic traditions.</b>
<b>2-2 Entities included in the organization’s sustainability reporting</b>	<b>The Tisser Artisans Trust and its constituent chapters , branches and clusters.</b>
<b>2-3 Reporting period, frequency and contact point</b>	<b>Fiscal year 2024 (July, 2023–June 30, 2024), annual. For questions contact: <a href="mailto:finance@tisserindia.com">finance@tisserindia.com</a></b>
<b>2-4 Restatements of information</b>	<b>This is our first annual ESG report and includes no restatements of information from previous reports</b>

**DISCLOSURE****REFERENCE / RESPONSE**

<b>2-5 External assurance</b>	<b>The Tisser Artisans Trust ESG Report has not been externally assured.</b>
<b>2-6 Activities, value chain and other business relationships</b>	<b>Reference “ <u>"About Us"</u> “</b>
<b>2-7 Employees</b>	<b>At the year-end of FY 2024, the Tisser Artisans Trust comprised Total Employee- 59, Full time- 93%, Part time-7%, Female employee- 60%, Male employee- 40%</b>
<b>2-8 Workers who are not employees</b>	<b>Part-time employees, including volunteers and interns, typically assist with office tasks and events but have access to certain welfare programs and developmental opportunities.</b>
<b>2-9 Governance structure and composition</b>	<b>Reference the Tisser Artisans Trust ESG Report 2024: Governance</b>
<b>2-10 Nomination and selection of the highest governance body</b>	<b>Board members are selected by the Founder and Trustee based on their qualifications and experience, with careful consideration given to the corporation's strategic direction and focus. The selection process also takes into account the specific competencies required to fulfill the governance responsibilities of the Board. In addition, emphasis is placed on ensuring a diverse and inclusive pool of candidates. Following a thorough interview and due diligence process, candidates who meet the criteria are elected to the Board.</b>



**DISCLOSURE**

**REFERENCE / RESPONSE**

<p><b>2-11 Chair of the highest governance body</b></p>	<p><b>Founder</b></p>
<p><b>2-12 Role of the highest governance body in overseeing the management of impacts</b></p>	<p><b>Dr. Megha Phansalkar, as the Founder, provides strategic leadership for Tisser Artisan Trust and AUREUS, setting long-term goals aligned with the organizations' missions. She drives innovation and partnerships, such as the Eco Village program, addressing urban development and sustainable governance. Engaging with stakeholders in sectors like WASH, she fosters collaboration and impact. Through rural artisan support and livelihood projects, Dr. Phansalkar ensures social and economic impacts, with continuous monitoring and evaluation. She also mentors teams, advises on project implementation, and supports governance frameworks and grievance redress systems.</b></p>
<p><b>2-13 Delegation of responsibility for managing impacts</b></p>	<p><b>The delegation of responsibility for managing impacts within organizations led by Dr. Megha Phansalkar is structured across key teams:</b></p> <ul style="list-style-type: none"> <li><b>• Advisory Board: Provides mentorship and ensures alignment with the organization's vision and mission.</b></li> <li><b>• Core Management Team: Oversees high-level decision-making and operational efficiency.</b></li> <li><b>• Cluster &amp; Project Teams: Link between the organization's vision and regional coordinators, managing activities, training, and collaborations.</b></li> <li><b>• Design &amp; Product Teams: Focus on translating cultural art forms into marketable products while maintaining cultural integrity.</b></li> <li><b>• Operations &amp; Admin Team: Manages financial operations, including artisan payments and funding.</b></li> <li><b>• Regional Teams: Serve as the primary contact for artisans, ensuring alignment with organizational goals.</b></li> </ul> <p><b>The ESG Lead Executive, responsible for ESG and diversity initiatives, reports directly to the Chief Operations Officer. This structure ensures clear responsibility and effective impact management across all levels.</b></p>

**DISCLOSURE****REFERENCE / RESPONSE**

**2-14 Role of the highest governance body in sustainability reporting**

**The leadership has approved an ESG framework for the organization and will work collectively to provide strategic oversight of the ESG strategy. They will monitor progress toward ESG goals annually, incorporating learning, awareness, advocacy, communication, engagement, and action to ensure sustainable reporting moving forward.**

**2-15 Conflicts of interest**

**As Tisser operates both as a trust and a social enterprise, potential conflicts of interest may arise, particularly between our non-profit and for-profit activities. Historically, our founder, Megha Phansalkar, has managed both aspects, which has led to occasional conflicts in fund allocation and operational decisions. To address these issues and prevent future conflicts, we are in the process of developing a formal conflict of interest policy by 2025.**

**2-16 Communication of critical concerns**

**Currently, Tisser does not have a formal whistleblower policy or framework in place for reporting ethical concerns or misconduct. Issues are generally addressed through open communication with management, who resolve grievances based on their understanding of the situation.**

**2-17 Collective knowledge of the highest governance body**

**Reference the Tisser Artisans Report 2024 ESG Report: Governance**

**DISCLOSURE****REFERENCE / RESPONSE**

<b>2-18 Evaluation of the performance of the highest governance body</b>	<b>Reference Tisser Artisans Trust 2024 - ESG Report: Governance</b>
<b>2-19 Remuneration policies</b>	<b>No Such Policies and processes in place .</b>
<b>2-20 Process to determine remuneration</b>	<b>No Such Policies and processes in place</b>
<b>2-21 Annual total compensation ratio</b>	<b>The ratio of the annual total compensation for the organization’s highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual) is 1.7:1. Contextual Information 1. The calculations were based on the fiscal year. 2. For purposes of the calculations, employees who worked a full time is taken in consideration 3. Annual total compensation includes salary 4. The title of the highest-paid individual is CEO.</b>
<b>2-22 Statement on sustainable development strategy</b>	<b><a href="#">REFERENCE SUSTAINABILITY</a></b>

**2-23 Policy commitments**

**Tisser is committed to empowering artisans and communities, particularly women, by preserving traditional crafts and fostering sustainable livelihoods. Our vision is to promote economic independence for artisans while championing environmental responsibility and social equity. Our core values—empowerment, inclusivity, sustainability, and cultural preservation—are embedded in everything we do.**

**Fundamental Principles:**

- **Humanity: Uplifting communities by creating livelihood opportunities.**
- **Impartiality: Ensuring equal access to opportunities for all.**
- **Sustainability: Promoting eco-friendly practices like upcycling and waste reduction.**
- **Accountability: Prioritizing transparency and high operational standards.**

**Governance and Policy Structure: Our policies, aligned with our organizational bylaws and guiding principles, focus on social and economic impact by supporting economic growth, employment, and skill development in the communities we serve.**

**Long-Term Vision: Tisser is committed to building a sustainable future for artisans and their communities, contributing to lasting environmental and social responsibility through ongoing efforts.**

**DISCLOSURE****REFERENCE / RESPONSE**

<b>2-24 Embedding policy commitments</b>	<b>Reference Tisser Artisans Trust 2024 - ESG Report: Governance</b>
<b>2-25 Processes to remediate negative impacts</b>	<b>Reference Tisser Artisans Trust 2024 - ESG Report: Governance</b>
<b>2-26 Mechanisms for seeking advice and raising concernseegative impacts</b>	<b>Reference Tisser Artisans Trust 2024 - ESG Report: Governance Reference Tisser Artisans Trust 2024 - ESG Report: Social</b>
<b>2-27 Compliance with laws and regulations</b>	<b>Reference Tisser Artisans Trust 2024 - ESG Report: Governance</b>
<b>2-28 Membership associations</b>	<b>The Tisser Artisans Trust is a member of multiple trade organizations and similar entities with common mission interests. Catalyst 2030, Good Market, SFURTI (Ministry of MSME), NASSCOM, Indian Network of Climate Change Assessment (INCCA), Samhita.</b>
<b>2-29 Approach to stakeholder engagement</b>	<b>Reference Tisser Artisans Trust 2024 - ESG Report: Materiality Assessment and Stakeholder Inclusion</b>

**DISCLOSURE****REFERENCE / RESPONSE****2-30 Collective bargaining agreements**

Tisser does not have collective bargaining agreements (CBAs) as the organization operates with a small, closely-knit team. The majority of our employees are directly managed by the leadership team, with work arrangements and terms communicated on an individual basis. Tisser's approach focuses on maintaining open lines of communication and ensuring fair treatment, with policies in place to safeguard the rights of all staff members. Given the scale and structure of the organization, formal CBAs have not been deemed necessary at this time. However, we are committed to upholding transparency, equity, and respect in our employment practices.

**3-1 Process to determine material topics****Process to Determine Material Topics:**

The materiality assessment for Tisser was initiated by aligning the company's vision, mission, and core values with the identification of key topics, ensuring they reflect the organization's purpose and principles.

**Scope and Purpose:**

- **Purpose:** The assessment aimed to evaluate Tisser's sustainability, identify risks and opportunities, and ensure long-term growth, impact, and sustainability.
- **Scope:** The assessment focused on topics affecting Tisser and its stakeholders, primarily in areas where Tisser holds operational or financial control, including both seasonal and year-round engagement with clusters.

**3-1 Process to determine material topics**

**Stakeholder Mapping:** A comprehensive stakeholder mapping process was undertaken to identify both internal and external stakeholders. A power-interest matrix was then created to prioritize stakeholders based on their level of influence and interest.

**Anonymous Survey Design:** An anonymous survey, using GRI reference topics, was designed and targeted to relevant stakeholders. The survey included a scoring system based on Tisser's context, allowing stakeholders to rate the importance of various ESG topics.

**Identification and Prioritization of Material Topics:** Material topics across Environmental (E), Social (S), and Governance (G) areas were identified from survey results and Tisser's operational context. These topics were prioritized using a severity and likelihood scoring method, considering impacts on Tisser's financial performance, risk profile, reputation, and operational effectiveness, as well as stakeholder significance.

**Materiality Matrix Creation:** A materiality matrix was created with one axis representing the significance of issues to stakeholders and the other representing their impact on Tisser. Topics placed in the upper-right quadrant (high impact, high stakeholder importance) were deemed most material.

**Review and Validation:** Senior management reviewed the assessment results and adjusted priorities to ensure alignment with Tisser's strategic goals and values.

**Final Reporting:** The final reporting of material topics was completed in accordance with GRI standards, ensuring transparency and best practices alignment.

**DISCLOSURE**

**REFERENCE / RESPONSE**

**3-2 List of material topics**

**Social**  
**Employment**  
**Labor-Management Relations**  
**Local Communities**  
**Training and Education**  
**Marketing and Labeling**  
**Work Ethics for Management and Employees**  
**Governance**  
**Market Presence**  
**Indirect Economic Impact**  
**Anti-Corruption**  
**Accountability and Transparency**  
**Environment**  
**Positive Environmental Impact – Plastic Reduction | Circular Economy**

**3-3 Management of material topics**

**Reference Tisser Artisans Trust 2024 - ESG Report**  
**Environment**  
**Social**  
**Governance**



**DISCLOSURE**

**REFERENCE / RESPONSE**

**GOVERNANCE**

**Accountability and Transparency**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Integrity in Action**

**Compliance and Ethics**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Integrity in Action**

**GRI 202 : Market Presence 2016**

**202-1 Ratios of standard entry level wage by gender compared to local minimum wage**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Eco Financials**

**202-2 Proportion of senior management hired from the local community**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Eco Financials**

**We have not quantified the proportion of senior management or project leadership roles filled by locals in FY 203-24 as those sustainability efforts will not begin until FY 2025.**

**DISCLOSURE**

**REFERENCE / RESPONSE**

**GRI 203: Indirect Economic Impacts 2016**

**203-1 Infrastructure investments and services supported**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Indirect Economic Impact**

**GRI 205: Anti-corruption 2016**

**205-1 Operations assessed for risks related to corruption**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Anti-Corruption**

**As this is our baseline period from next reporting, we will quantify the risk assessment and highlight the future goals**

**205-2 Communication and training about anti-corruption policies and procedures**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Anti-Corruption**

**205-3 Confirmed incidents of corruption and actions taken**

**Reference Tisser Artisans Trust 2024 ESG Report > Governance > Anti-Corruption**

## DISCLOSURE

## REFERENCE / RESPONSE

DISCLOSURE	REFERENCE / RESPONSE
<b>Environment</b>	
<b>Positive Environmental impact</b>	Reference Tisser Artisans Trust 2024 ESG Report > Governance > Our Eco Responsibility
<b>Circular Economy</b>	Reference Tisser Artisans Trust 2024 ESG Report > Governance > Our Eco Responsibility
<b>GRI 305: Emissions 2016</b>	As this is our baseline report we couldnt calculate the emissions due to unavailability of data. We have established an action plan to calculate and report from next reporting phase
<b>Social</b>	
<b>GRI 401: Employment 2016</b>	
<b>401-1 New employee hires and employee turnover</b>	At the end of the reporting period, Tisser employed 70 individuals, with 13 new hires categorized by age and gender. Employee turnover was primarily attributed to role-specific challenges, particularly among younger staff. Data for this disclosure was collected through HR records, payroll systems, and Verdentum software. To address recruitment challenges, Tisser has implemented a DEIA-focused hiring policy, promoting an inclusive and equitable work environment.

**DISCLOSURE**

**REFERENCE / RESPONSE**

**401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees**

**Formal benefits are minimal due to limited resources, though welfare programs and workshops are occasionally provided to support employee well-being.  
Reference Tisser Artisans Trust 2024 ESG Report > Social**

**401-3 Parental leave**

**No formal parental leave policy is in place, but Tisser is exploring family-supportive policies as we expand.**

**GRI 402: Labor/Management Relations 2016**

**402-1 Minimum notice periods regarding operational changes**

**Reference Tisser Artisans Trust 2024 ESG Report > Social  
As this is our baseline period from next reporting, we will work on the data , metrics and Effective communication**

**GRI 404: Training and Education 2016**

**404-1 Average hours of training per year per employee**

**Tisser is committed to developing its employees and artisans but faces challenges in formalizing training structures. Currently, employees receive 15-20 hours of project-specific training per year. Plans include establishing a framework for monitoring and evaluating training programs to improve skill development. Training provided includes vocational, awareness, and soft skills sessions.**

**DISCLOSURE****REFERENCE / RESPONSE**

**404-2 Programs for upgrading employee skills and transition assistance programs**

**Internal Programs:** Tisser provides periodic resources for skill enhancement, including refresher courses and soft skills training. We are conducting an internal assessment to map employees' aspirations and skill levels to develop a comprehensive training program tailored to employee needs.

**External Training:** Although Tisser currently lacks a dedicated external training funding program, we are exploring initiatives to prioritize external skill-building programs in alignment with our DEIA focus.

**GRI 413: Local Communities 2016**

**413-1 Operations with local community engagement, impact assessments, and development programs**

**Reference Tisser Artisans Trust 2024 ESG Report > Social**

**413-2 Operations with significant actual and potential negative impacts on local communities**

**Tisser minimizes potential community impacts through needs assessments, risk evaluations, and regular monitoring. By engaging in consultations, stakeholder meetings, and impact assessments, it addresses socio-economic, environmental, and cultural challenges. To date, no significant negative impacts have been reported.**

**DISCLOSURE****REFERENCE / RESPONSE****GRI 417: Marketing and Labelling 2016**

**Product Information and Labeling:** Tisser ensures full regulatory compliance by providing transparent product information on labels, including details on origin, materials, and care instructions. Products are equipped with QR codes for traceability, allowing customers to access artisan stories and environmental impact data. IoT-enabled Kosha technology confirms product authenticity and ensures an ethical supply chain.

**Feedback Mechanisms:** Multiple feedback channels, including email, website, and customer service, allow customers to provide feedback, which supports continuous improvement in labeling practices.

**417-1 Requirements for product and service information and labeling**

**Reference Tisser Artisans Trust 2024 ESG Report > Social**

**417-2 Incidents of non-compliance concerning product and service information and labeling**

**Reference Tisser Artisans Trust 2024 ESG Report > Social**

**DISCLOSURE****REFERENCE / RESPONSE**

**417-3 Incidents of non-compliance concerning marketing communications**

**Reference Tisser Artisans Trust 2024 ESG Report > Social**

**Work ethics for management and employees**

**Reference Tisser Artisans Trust 2024 ESG Report > Social > CODE OF CONDUCT, ACCOUNTABILITY AND TRANSPARENCY**

*Tisser*  
hand to heart