

QVC EXPORTS LIMITED

POLICY ON FAMILIARIZATION PROGRAMME FOR INDEPENDENT DIRECTORS, ROLE, RESPONSIBILITY AND RIGHTS OF INDEPENDENT DIRECTORS

I. INTRODUCTION:

The board of directors of **QVC EXPORTS LIMITED** ("Company") in pursuance of Regulation 25(7) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations") and other applicable provisions (including any statutory enactments / amendments thereof, adopted the policy on familiarization programme for independent directors, role, responsibility and rights of independent directors ("Policy") on September 30, 2021.

II. EFFECTIVE DATE

The Policy shall come into force with effect from the date Regulation 25(7) of the SEBI Listing Regulations takes effect with respect to the Company.

III. PROCESS OF FAMILIARISATION WITH THE COMPANY

An important aspect of the effectiveness of the board of directors of the Company ("Board"), appropriate attention is given to development and training to independent directors. Such training is on the lines of management development. It is the Company's firm belief that investment in Board development strengthens the Board as well as the individual directors. The Company sees director induction as a first step of the Board's continuing improvement. Directors are regularly updated on changes in policies and programmes, laws and the general business environment.

The Company ensures that independent directors are familiarized with the Company, their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates and the business model of the Company, through various programmes and at regular intervals.

(a) At the time of induction and subsequently on a sustained and regular basis, the independent directors are provided an overview of:

1. Introduction, Company history and genesis.
2. Criteria of independence applicable to Independent Directors as per Regulation 17 of the SEBI Listing Regulations and Section 149(6) of the Companies Act, 2013;
3. Overview of Company operations comprising details of the Company's service business units and business model, clientele and functional service offerings.
4. Key financial highlights
5. Details of the group (comprising the subsidiaries, joint ventures and associate companies).

6. Board and committees of the Board, their operations, charter and functioning
7. Key management personnel details ☐ Highlights of the HR, Quality and Innovation functions
8. Corporate governance practices, processes and procedures, including Board and committee functioning
9. Corporate social responsibility initiatives
10. Business responsibility initiatives of the Company
11. Risk management systems & framework;
12. Vigil mechanism/whistle blower policy including policy formulation, disclosures, code of conduct for independent directors, code of conduct for directors etc.
13. Financial controls, financial management, Board effectiveness, meetings and performance assessment;
14. Roles, functions, duties, responsibilities and liabilities of independent directors;
15. Directors responsibility statement forming part of Boards' report;

(b) The training sessions/ presentations/ programmes provide an opportunity to the independent directors to understand the business strategies, business models, organisation structure, group structure, operations, services and products, human resources, facilities, governance policies during the independent directors meetings.

(c) The Chairman of the Board, depending on the business needs, may also nominate independent directors for relevant external training programs.

(d) Apart from the independent directors, non-executive directors are also eligible to attend the familiarisation programmes.

(e) The independent directors are made aware of their responsibilities and liabilities at the time of their appointment through a formal letter of appointment, which also stipulates their roles and responsibilities and various terms and conditions of their appointment.

(f) Regular updates on relevant statutory and regulatory changes are circulated to the independent directors of the Company.

All independent directors also get to interact with the senior management of the Company. The executive Chairman, Managing Director & CEO, the heads of the service business units, HR and finance teams interact with the independent directors. Besides, they also have a walkthrough of the Company's business.

IV. ROLE OF INDEPENDENT DIRECTORS

The role of the independent directors is:

1. To help in bringing an independent judgement to bear on Board's deliberations especially on issues of strategy, performance, risk management, resources, key appointments and standards of conduct.
2. To bring an objective view in evaluation of the performance of Board and management.
3. To scrutinize the performance of management in meeting agreed goals and objectives and monitor the reporting of performance.
4. To satisfy themselves on the integrity of financial information and that the financial controls and the systems of risk management are robust and defensible.
5. To safeguard the interest of all the shareholders of the Company.
6. To balance the conflicting interest of the shareholders and management, if and when such a situation arises.
7. To play important role in appointment, removal and determination of appropriate remuneration of executive/whole-time/managing directors, key managerial personnel and senior management personnel.
8. To ensure the effectiveness of the Board as the oversight body to oversee what the management does.

9. To identify the most critical issues for the Board to deal with.
10. To assist the Board in achieving consensus on important issues.
11. To play the role of a facilitator outside the board room especially on contentious issues.
12. To work with CEO/CFO/Managing Director/Whole-time Director to prioritise issues, set the agenda and enable it to focus on substantive issues.

V. CONTINUAL FAMILIARIZATION MODULES

To understand and remain updated on the business, operations of the Company and changes in the regulatory regime on a regular basis, the independent directors at the Board meetings and relevant committee meetings are provided, inter alia, with the following:

- Updates on operations, industry position, strategies, competitiveness and financial performance of the Company.
- Updates regarding budgets, working capital management and fund flows.
- Review of internal & statutory audit.
- Updates on significant developments in the Company and business performance of the Company. • Updates regarding business strategies and policies of the Company on social responsibility, nomination and remuneration criteria, vigil mechanism/whistle blower, risk management etc.
- Safety, health and environment and sustainability issue
- Update on significant amendments in corporate and other laws and its impact on the Company.

Independent directors have the freedom to interact with Company's management and senior leadership team of the Company.

VI. EVALUATION/ ASSESSMENT OF DIRECTORS OF THE COMPANY

The evaluation/assessment of the Directors of the Company is to be conducted on an annual basis as a measure of Corporate Governance. The following criteria may assist in determining how effective the performances of the Directors:

- Leadership & stewardship abilities
- contributing to clearly define corporate objectives & plans
- Communication of expectations & concerns clearly with subordinates
- obtain adequate, relevant & timely information from external sources.
- Review & approval achievement of strategic and operational plans, objectives, budgets
- Regular monitoring of corporate results against projections
- identify, monitor & mitigate significant corporate risks
- assess policies, structures & procedures
- Direct, monitor & evaluate KMPs, senior officials
- review management's succession plan
- Effective meetings
- assuring appropriate board size, composition, independence, structure
- Clearly defining roles & monitoring activities of committees
- Review of corporation's ethical conduct

Evaluation on the aforesaid parameters will be conducted by the entire Board excluding the Director being evaluated. Evaluation to be done on parameters covered under **Annexure A**

VII. POLICY REVIEW

The Board may subject to applicable laws is entitled to amend, suspend or rescind this Policy at any time. Any difficulties or ambiguities in the Policy will be resolved by the Board in line with the broad intent of the Policy. The Board may also establish further rules and procedures, from time to time, to give effect to the intent of this Policy. In the event of any conflict between the provisions of this policy and of the applicable law, such applicable law in force from time to time shall prevail over this Policy. Disclosures

VIII. DISCLOSURES

The Board's composition (including gender, ethnicity, age etc.) will be disclosed in the annual report. This Policy shall be uploaded on the Company's website for public information and a web link for the same shall also be provided in the annual report of the Company.

Annexure A

Details of Familiarization sessions held pursuant to the Policy are as follows:

Date of Program	Area covered
*****	Industry Overview
*****	Business Structure of the Company
*****	Product Knowledge

Details of attendance of Independent Directors in Familiarization Sessions are as follows:

Sl No.	Name of Independent Director	Director in the company since	Number of the Session attended		No. of hours spent in the Sessions attended	
			Financial Year	Cumulative till date	Financial Year	Cumulative till date
*****	*****	*****	*****	*****	*****	*****

Policy Sponsor : Nilesh Kumar Sharma, Executive Director
Approved by : The Board
Responsibility for document management : Khushboo Singh, Company Secretary
