**Question 1) Company policies, Business TIN.WIN and VAT etc**

Our company enforces various policies to safeguard interests of our customers, fellow artisans and staff, some of them are:

* Our company has a complete replacement/refund policy against manufacturing defects and delivery damages.
* We realise that a majority of our employees will be females, hence whenever needed, they can take a 3-month paid maternity leave which is extendable in special cases.
* The EOP is essential for any anti-harassment, workplace violence, non-discrimination.
* We attend to our customers grievances very seriously as customer satisfaction is one of our key mottos.
* For various reasons ranging from health issues to vacation plans, employees may occasionally require to be absent from work.

Our Company would have to apply for a valid business TIN. We will be allotted a valid TIN number on applying for VAT itself.

Our company will have to apply for VAT. Application needs to be submitted and relevant documents are supposed to be submitted. Once the verification is complete, our Permanent VAT registration number is allotted and we can check the status online. TIN number is also generated with this.

Since, TIN mandatorily needs to be quoted while submitting VAT, hence, the Tax Identification Number is furnished automatically at the time of registration. TIN is used to identify businesses registered under VAT. This is an effective way to track transactions carried out by enterprises in the country.

WIN tax would also be applicable for our company as our company deals with that.

**Question 2) Total number of employees, Company chart**

In total, our company will have about 50 employees to start with. We will be hiring more employees as we grow and will expand our business.

Technical support staff

* A team of software engineers need to look after the technical functioning of the business. The success of this online virtual store lies entirely in the hands of the technical team.

Logistic Services

* Consumers demand better service, and this mandate creates a need for shippers to provide fast, accurate and quality service. Good management strategy is aimed to constantly optimize transportation processes and eliminate disruptions. Therefore, it has a direct impact on customers’ satisfaction.
* Improved customer service can bring a good reputation to a company’s brand and help generate more business. Ultimately, well-handled logistics contributes to the overall positive customer’s experience.

We also believe that as a growing start-up, we will have a lot of opportunities for students to learn and grow. Thus, we would be open to the idea of hiring interns in various technical and non-technical domains.