



MRF

MRF Limited, Regd. Office: 114, Greams Road, Chennai - 600 006.

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CIN : L25111TN1960PLC004306 Website: www.mrftyres.com

071/SH/SE/AGM/2023/KGG/4

04th July, 2023

National Stock Exchange of India Ltd Exchange Plaza 5 th Floor Plot No.C/1G Block Bandra-Kurla Complex Bandra (E) Mumbai 400 051	Bombay Stock Exchange Ltd Floor 24 P J Towers Dalal Street Mumbai 400 001
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Dear Sir,

Business Responsibility and Sustainability Report

In continuation to our earlier letter dated 03rd July, 2023, please find enclosed the Business Responsibility and Sustainability Report ("BRSR") for the financial year 2022-23 which forms part of the Annual Report of the Company for the financial year 2022-23.

Kindly take the same on record.

Thanking you,

Yours faithfully

For MRF Limited

**S DHANVANTH KUMAR
COMPANY SECRETARY**

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A – GENERAL DISCLOSURES

Details of the Listed Entity:-

1.	Corporate Identity Number (CIN) of the Listed Entity	L25111TN1960PLC004306
2.	Name of the company	MRF Limited
3.	Year of incorporation	05/11/1960
4.	Registered office address	114, Greams Road, Chennai 600006
5.	Corporate address	114, Greams Road, Chennai 600006
6.	E-mail	mrfshare@mrfmail.com
7.	Telephone	044-28292777
8.	Website	www.mrfityres.com
9.	Financial year for which reporting is being done	01-04-2022 to 31-03-2023
10.	Name of the Stock Exchange(s) where shares are listed	(a) National Stock Exchange of India Ltd. (b) BSE Limited.
11.	Paid-up Capital	₹42411430
12.	Name of contact details of the person who may be contacted in case of any queries on the BRSR Report	(a) Mr. K M Mammen (DIN: 00020202), Chairman & Managing Director, Tel. No.: +91 44 28292777, E-mail Id: mrfshare@mrfmail.com (b) Mr. Arun Mammen (DIN: 00018558), Vice Chairman and Managing Director, Tel. No.: +91 44 28292777, E-mail Id: mrfshare@mrfmail.com
13.	Reporting boundary	Standalone Basis

Products and Services

14. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% Of Turn-over of the entity
1	Manufacturing and sale of Automotive Tyres, Tube, Flap etc	Manufacturing and Sale of Truck, Farm, Passenger, Two-wheeler and other tyres, tubes, flaps etc.	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% Of total Turn-over contributed
1	Manufacturing and sale of Automotive Tyres, Tube, Flap etc.	2211	100%

Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Manufacturing Units	Number of offices	Total
National	10	192	202
International	0	3	3

17. Markets served by the entity:

The company operates in the following markets mentioned below:

a. Number of locations

Locations	Number
National (No. of States)	The Company sells its products in all the 28 states and 8 Union territories in the country
International (No. of Countries)	The Company serves in more than 60+ countries



b. What is the contribution of exports as a percentage of the total turnover of the entity?

8.27%

c. A brief on types of customers

Institutional Customers (Original Equipments Manufacturers, State Transport Undertakings, Defence, Govt. Departments, Contractors) and Retail Markets.

Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Employees						
Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)	6804	6762	99	42	1
2.	Other than Permanent (E)	126	125	99	1	1
3.	Total employees (D + E)	6930	6887	99	43	1
Workers						
4.	Permanent (F)	12246	12246	100	0	0
5.	Other than Permanent (G)	15420	15121	98	299	2
6.	Total workers (F + G)	27666	27367	99	299	1

b. Differently abled Employees and workers:

Differently abled employees:						
Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)	12	12	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	12	12	100	0	0
Differently abled workers:						
4.	Permanent (F)	56	56	100	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	56	56	100	0	0

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	17	3	17.64
Key Management Personnel (KMPs)	2*	0	0

Note: * Excluding Managing Directors / Wholtime Directors

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16%	7%	16%	13%	7%	13%	6%	5%	6%
Permanent Workers	4%	0	4%	1%	0	1%	0.34%	0	0.34%

Holding, subsidiary and associate companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

The company has a total of 4 subsidiaries.

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% Of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	MRF Corp. Ltd.	Subsidiary	100%	-No-
2	MRF International Ltd.	Subsidiary	94.66%	
3	MRF Lanka (P) Ltd.	Subsidiary	100%	
4	MRF SG PTE. LTD	Subsidiary	100%	

CSR

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes
(ii) Turnover (Revenue from Operations) (in ₹) – 22578.23 Crores
(iii) Net worth (in ₹) – 14508.87 Crores

Transparency and Disclosure Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	1	0	^a
Shareholders and Investors	Yes	9	0	-	16	0	-
Employees and workers	Yes	2	1	-	0	0	-
Customers	Yes	47837	1	-	35311	3	-
Value Chain Partners - Supplier	No	0	0	-	0	0	-
Other (please specify)	-	-	-	-	-	-	-

Weblink: <https://www.mrfityres.com/investor-relations/mrf-mechanism-for-grievance-redressal>

Note:

- a A litigation is pending before the National Green Tribunal ('NGT') at Chennai alleging that the constructions of the new Warehouse and the R&D Centre at Tiruvottiyur, Chennai have not received requisite government approvals. The Committee appointed by the NGT has concluded that required approvals are in place. The matter is awaiting disposal by the National Green Tribunal.



24. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format .

Overview of the entity's material responsible business conduct issues:

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Carbon Emissions	R	MRF is currently in the process of evaluating both direct and indirect green house gas emissions. MRF aspires to contribute to the national and international goal of reducing environmental impact.	MRF has taken multiple measures to reduce its emission through utilization of biofuels, renewable energy and improving its efficiency across operation.	Negative
2	Water Management	O	Water is a critical resource for our operations. We see it as an opportunity to improve our water efficiency and to minimise our water costs.		Positive
3	Energy Management	O	Better energy management would enable reduction in the cost of energy.		Positive
4	Opportunities in Renewable Energy	O	As we are in the process of reducing our carbon footprint, we are exploring renewable energy interventions apart from our consistent initiatives around improving energy efficiencies and improving conservation of resources year-on-year.		Positive
5	Toxic Emission & Waste	R	The hazardous waste generation and toxic emission from our operations are minimal in quantity and nature. These needs to be disposed and controlled responsibly.	The hazardous waste is disposed of through the authorised agencies prescribed under the respective State Pollution Control Board. In our operation, toxic emissions are at negligible level. We have adopted adequate engineering controls in our system to control toxic emission.	Negative
6	Occupational Health and Safety	O	Occupational Health and Safety System is an integral part of MRF operations. Our objective is to drive down accidents and ill health by monitoring health and safety performance and producing guidance.		Positive

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

At MRF, we have a robust management framework in place which enables us to align with the NGRBC Principles with respect to structure and policies to ensure we continue to deliver our best in an ethical and responsible way. This encompasses transparent and principled business practices that hold us accountable, as well as protects the interests of our stakeholders, including customers and employees.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b) Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c) Web Link of the Policies, if available	https://www.mrftyres.com/downloads/download.php?filename=Business-Responsibility-Policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No) (Note: Currently the coverage is extended to all our A+ and A category suppliers)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	9 of our 10 plants are certified for ISO 45001:2018 - Occupational Health & Safety Management System Standard & ISO 14001:2015 Environmental Management System Standard. Since the 10th Plant (Dahej in Gujarat) is a new plant, it is in the process of being certified.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The company is in the process of comprehensively evaluating and setting up its sustainability related goals and targets with a definitive timeline/implementation plan to achieve those in the near future.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance with respect to these targets would be tracked and assessed once these targets are set.								
Governance Leadership and Oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	<p>Sustainability in the automotive space is a sectoral activity, where a synergised approach with a common goal across the value chain could yield the necessary impact. As we continue to be the leader in the space of automotive tyre manufacturing in India, it becomes essential for us to play an active role in helping the sector decarbonize thereby meeting India's target of net zero emission by 2070.</p> <p>To support the national goal, we plan to set phase-wise targets and commitments to improve our sustainability performance in the coming years. While we have embarked on this journey towards embedding sustainability in our business practices, we conducted our first materiality assessment to understand the key material issues of our business. We have also conducted an extensive exercise of understanding our environmental footprint across our 10 manufacturing sites in India in the current reporting period. Going forward MRF will continue to embark on this journey towards a sustainable future through the utilisation of clean energy, improving the efficiency of processes and optimisation of resources.</p> <p>Further, key performance regarding the 9 NGRBC principles are mentioned in section C of our Business Responsibility and Sustainability Report.</p>								



<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>(a) Mr. K M Mammen (DIN : 00020202), Chairman & Managing Director, Tel. No. : +91 44 28292777, E-mail Id : mrfshare@mrfmail.com (b) Mr. Arun Mammen (DIN : 00018558), Vice Chairman and Managing Director, Tel. No. : +91 44 28292777, E-mail Id : mrfshare@mrfmail.com</p>
<p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p>	<p>Yes, refer point 8 for the details.</p>

Policy and management processes

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half - yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	Q	Q	Q	Q	Q	Q	Q	Q
Compliance with statutory requirements of relevance to the principles and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	Q	Q	Q	Q	Q	Q	Q	Q

<p>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.</p>	<p>Regular reviews of our company policies are conducted by the internal audit team of MRF. Additionally, certain policies like Health and Safety and Quality are subjected to external audits and certification processes.</p>
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12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C – PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle 1 – Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

MRF is committed to conduct its business in accordance with the applicable laws, rules and regulations along with highest standards of business ethics. MRF has laid down a Code of Conduct for its operations which covers issues, inter alia, related to ethics etc and extends to all dealings between the Company and its stakeholders. The Board’s commitment to governance is echoed throughout the organisation ensuring necessary procedures in place to uphold highest standards of ethical conduct, transparency and accountability while dealing with stakeholders.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of directors	3	Training and awareness program on Sustainability	100
Key managerial personnel*	3	Training and awareness program on Sustainability	100
Employees other than Board of Directors and KMPs	278	Code of conduct, workplace ethics, Leadership training, environmental Training, Safety Training, Skill upgradation Training	35
Workers	244	Safety Training, Quality Training, Process Training, Behavioural Training and Upskilling	24

* Excludes Managing Directors / Wholetime Directors

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year:

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil



Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision are preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	Nil

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.**

Yes. The “MRF Principles of Sustainability and Responsible Business Conduct” declares the Company’s commitment to conduct its business in all respects, according to ethical, professional and legal standards, which prevail in the industrial sector in which the Company conducts its normal business. Further it mandates every employee of the Company to ensure that the interests of the Company are not adversely impacted on account of their personal interests/dealings and avoid engaging in illegal practices.

Please refer the “MRF Principles of Sustainability and Responsible Business Conduct” which is available on our website in the following link: <https://www.mrfityres.com/downloads/download.php?filename=Business-Responsibility-Policy.pdf>

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.**

	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

There have been no complaints against our Board of Directors, KMPs, Employees and Workers.

6. **Details of complaints with regard to conflict of interest:**

	FY 2022-23	Remarks	FY 2021-22	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable

Principle 2 – Businesses should provide goods and services in a manner that is sustainable and safe.

MRF has adopted sustainability as a key business objective and protecting the environment is key to achieve this. MRF is committed to improve its sustainability index and is working on a multipronged 4R strategy “reduce, recycle, reuse & renewable” as its axiom. MRF demonstrates business excellence through process efficiency improvements and raw material circularity.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23 (Current financial year)	FY 2021-22 (Previous financial year)	Details of improvements in environmental and social impacts
R&D	17.5%	17.25%	The expenditure is for R&D related to product improvements in emission reduction and carbon footprint.
Capex	4.23%	4.54%	Conservation of water, energy, reduction of emission and carbon footprint, wastewater recycling and reusing across plants.

2. (a) Does the entity have procedures in place for sustainable sourcing? (Yes/No) -

Yes. MRF promotes sustainable sourcing and continually works towards increasing the value of purchases made from such suppliers. To support sustainable sourcing, we encourage our suppliers and vendors to adopt suitable practices in their operations. Majority of our raw materials are naturally sourced and we further expect our suppliers to adhere to our Supplier Sustainability Policy & Green Procurement Policy.

(b) If yes, what percentage of inputs were sourced sustainably?

79.3% (% by value procured) for the financial year 2022-23. These are emanating out of purchase from A+ and A category suppliers, who are covered under Supplier Sustainable Policy & Green Procurement Policy and from B category suppliers who have ISO 14001 certification.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

All the plastic waste, E-waste, hazardous waste and other wastes are systematically segregated and disposed in accordance with regulatory requirements.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the EPR plan submitted to Pollution Control Boards?

Yes. The waste collection and processing plans are in line with the EPR plan submitted to Central Pollution Control Board.

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

MRF considers well-being of employees and fair workplace practices crucial for the sustainable business growth. MRF has zero tolerance for any kind of workplace harassment, bullying or intimidation, including sexual, physical, verbal and psychological abuse. MRF is committed to holistic growth of the employees by imparting suitable training for skill upgradation and to establish a participative culture. Through effective communication, consultation and engagement with employees, MRF ensures safe and healthy working conditions for the workforce along with fair wages and focuses towards zero occupational injuries and ill-health.



Essential Indicators

1. a. Details of measures for the well-being of employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	6762	6762	100	6762	100	NA	-	NA	-	NA	-
Female	42	42	100	42	100	42	100	NA	-	NA	-
Total	6804	6804	100	6804	100	42	-	NA	-	NA	-
Other than Permanent employees											
Male	125	81	65	0	0	0	-	NA	-	NA	-
Female	1	1	100	0	0	0	0	NA	-	NA	-
Total	126	82	65	0	0	0	-	NA	-	NA	-

b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	12246	12246	100	12246	100	0	0	NA	0	NA	0
Female	0	0	0	0	0	0	0	NA	0	NA	0
Total	12246	12246	100	12246	100	0	0	NA	0	NA	0
Other than Permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

2. Details of retirement benefits.

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI*	100%	100%	Yes	100%	100%	Yes
Others – please specify	-	-	-	-	-	-

*based on applicability

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, MRF's offices are accessible to differently abled employees and workers. Steps and ramps, corridors, entry gates, emergency exits, parking – as well as indoor and outdoor facilities including lighting, signage, alarm systems and toilets have been made across our offices. Further initiatives to improve accessibility across our plants are being assessed.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.**

Yes, MRF is an equal opportunity employer. Aspects of equal opportunity and rights of persons with disabilities have been included in our Human Resource policies and further emphasised in our MRF Principles of Sustainability and Responsible Business Conduct.

Weblink: <https://www.mrftyres.com/downloads/download.php?filename=Business-Responsibility-Policy.pdf>

5. **Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	No Female staff have availed maternity benefits during the period	NA	NA*	NA
Total	-	-	-	-

*There are no permanent woman workers.



6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	(If yes, then give details of the mechanism in brief)
Permanent workers	Grievances of workmen are submitted either to the reporting supervisory authority or through recognised unions or as per the procedure set out in the Standing Orders.
Other than permanent workers	
Permanent employees	Employees can submit their grievances to their reporting supervisory authority or head of Human Resources function. Employees/workmen concerned can also use the Whistle Blower Policy / Vigil Mechanism or in case of grievances under the Prevention of Sexual Harassment Act, using the mechanism provided under the Act.
Other than permanent employees	

7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees/workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
Employees						
Male	6762	0	0	6597	0	0
Female	42	0	0	44	0	0
Total permanent Employees	6804	0	0	6641	0	0
Workers						
Male	12246	10024	82	12093	9875	82
Female	0	0	0	0	0	0
Total permanent Workers	12246	10024	82	12093	9875	82

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	%(B/A)	No.(C)	%(C/A)		No. (E)	%(E/D)	No.(F)	%(F/D)
Employees										
Male	6762	1735	26	3151	47	6597	1442	22	3508	53
Female	42	5	12	18	43	44	2	5	5	11
Total	6804	1740	26	3169	47	6641	1444	22	3513	53
Workers										
Male	12246	1600	13	6195	51	12093	811	7	3916	32
Female	0	0	0	0	0	0	0	0	0	0
Total	12246	1600	13	6195	51	12093	811	7	3916	32

9. Details of performance and career development reviews of employees and workers:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	%(B / A)	Total (C)	No. (D)	%(D / C)
Employees						
Male	6597	6597	100	5594	5594	100
Female	44	44	100	40	40	100
Total	6641	6641	100	5634	5634	100
Workers						
Male	Workers are covered by Long Term Settlements between the Workers Union (on behalf of the workmen) and the Company which are renewed at a fixed periodicity. The remuneration terms are revised at the time of renewal and as such there is no annual performance appraisal process. However, workmen are considered for promotion to supervisor/staff category on a need basis based on their performance.					
Female						
Total						

* The data pertains to July 2022 and July 2021 as our annual appraisal cycle is completed in the month of July of the respective financial year.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?



Yes, an Occupational Health & Safety Management system is extended to all our manufacturing facilities.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Hazard Identification & Risk Assessment (HIRA) is used to identify all the hazards, assess risks based on the probability & severity and take controls based on the hierarchy of risk control.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.

Yes. The following processes are available for the workers to report work related hazards.

1. Safety inspection is conducted by workmen representatives. Actions are tracked till closure using action trackers.
2. Near miss /Hazard reporting forms and registers are available through which the employees report the workplace hazards & near misses.
3. All our Manufacturing plants have Safety Committee which has participation from workers. This committee meets every quarter to discuss health & safety hazards issues. The discussed points are documented as minutes and tracked till closure. The feedback of this closure is shared with the workers.

d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?

Yes. All our Occupational Health centres extend services for non-occupational related medical services.

11. Details of safety related incidents, in the following format:

Safety incident/number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	0.096	0.072
	Workers	0.82	0.88
Total recordable work-related injuries	Employees	8	6
	Workers	103	108
No. of fatalities	Employees	0	0
	Workers	1	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

- Organisation's Safety Performance is reviewed by the Top Management every month in the Corporate Steering Council Safety Meeting and the leadership directives are transferred through these meetings.
- Monthly Safety Review Meetings are held every month for all the Plants with participation from Vice President Manufacturing, Cluster heads and Plant heads.
- Safety Inspections are being carried out in the Plants jointly by Safety Officers and Worker Members of Safety Committee.
- Weekly Safety Review Meetings are conducted at all the plants and is being chaired by the respective Factory Managers.
- All Area In-charges at plant carry out safety audits on alternate days.

- MRF Safety week campaigns organised at all the plants to bring awareness among workforces. This is in addition to National Safety Day / Month Celebrations.

13. Number of complaints on the following made by employees and workers

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	-	0	0	-
Health & safety	0	0	-	0	0	-

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

- Activity based training modules have been prepared to impart training for all employees in addition to the existing training modules.
- Behavioural interventions carried out for all high risk and unsafe acts observed during night shift audits.
- Dock levellers have been installed to load and unload materials from trucks with the help of forklifts instead of doing it manually.
- In flap presses, both upper and lower moulds have been secured with two clamped wire ropes to prevent fall.
- Safety guards provided in battery operated pallet truck footrest platform.
- Sticky rubber stock fall protection guard provided in Hot Feed Extruder.
- Material handling equipment related near miss and unsafe act reporting campaign conducted.

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

MRF believes stakeholder participation is pivotal for any organisation's success and hence endeavours to create long-term, sustainable value for all our stakeholders, including investors, customers, suppliers, employees, value chain partners, communities, regulatory agencies and policy makers. To accomplish this, MRF engages with various stakeholder groups both directly or through collective groups in a periodical manner to understand their expectations and requirements.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Any individual or group of individuals or institutions that adds value to the value chain of the Company or is materially affected by entity's decision is identified as a core stakeholder. At present, the given stakeholder groups identified have immediate impact on the operations and working of the company. MRF has recognized both, internal stakeholder (i.e employees and leadership) and external stakeholder (i.e. regulators, investors, suppliers, customers and community).



We strive to create long-term value for all our stakeholders. In order to do so, we regularly engage and collaborate with our stakeholders to develop an understanding of their needs and expectations.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> Intranet Portal Functional and cross-functional committees Leader's talk Regular Employee Communication Forums Notice Board 	On a regular basis	<ul style="list-style-type: none"> Employee benefits Equal opportunities Recognition Learning and development Safety and well-being Performance review and career development Business update Vision of the organisation
Customers	No	<ul style="list-style-type: none"> Customer Service Support Customer Satisfaction Survey 	On a regular basis	<ul style="list-style-type: none"> Customer feedback Resolution of their queries Advertising
Suppliers and Vendors	No	<ul style="list-style-type: none"> Supplier and Vendor meets Face-to-face and electronic correspondence Supplier Audits 	Half-yearly	<ul style="list-style-type: none"> Resolving queries Assessing performance Recognition and engagement activities Undertaking discussion on sustainability parameters
Investors / Shareholders	No	Newspaper advertisement, website, Annual General Meetings, disclosures to stock exchanges	Quarterly/ Annual / Event Based	To update them about developments in the Company
		Email, paper correspondence, physical meetings, telephone	Need based	Address their grievances
Community	Yes	<ul style="list-style-type: none"> Community consultations Community events Government Authorities 	Periodic	<ul style="list-style-type: none"> Community development
Regulatory and government bodies	No	<ul style="list-style-type: none"> Annual reports Making representations whenever needed through trade associations Formal dialogues 	On a need basis	<ul style="list-style-type: none"> Policy Advocacy Deliberations and inputs on regulations and policies that have bearing on our operations

Principle 5: Businesses should respect and promote human rights

Respect for human rights is part of the core values of MRF. In dealing with each other, the values which are at the core of our HR Philosophy i.e trust, teamwork, mutuality and collaboration, objectivity, self-respect and human dignity are upheld.

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	6804	2347	34	6641	2309	35
Other than permanent	0	0	-	0	0	-
Total employees	6804	2347	34	6641	2309	35
Workers						
Permanent	12246	2847	23	12093	2533	21
Other than permanent	0	0	-	0	0	-
Total workers	12246	2847	23	12093	2533	21

2. Details of minimum wages paid to employees and workers

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	6804	-	0	6804	100	6641	-	0	6641	100
Other than permanent	0	-	0	0	0	0	-	0	0	0
Total employees	6804	-	0	6804	100	6641	-	0	6641	100



Workers										
Permanent	12246	-	0	12246	100	12093	-	0	12093	100
Other than permanent	0	-	0	0	0	0	-	0	0	0
Total workers	12246	-	0	12246	100	12093	-	0	12093	100

3 Details of remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In ₹)	Number	Median remuneration/ salary/ wages of respective category (In ₹)
Board of Directors (BoD) Non-Executive	9	The non-executive board members receive only sitting fees for attending meetings of the board/ committee. Hence, computation of median remuneration is not relevant	3	The non-executive board members receive only sitting fees for attending meetings of the board/ committee. Hence, computation of median remuneration is not relevant
Board of Directors (BoD) Executive	5	218575424	0	-
Key managerial personnel	2	19206821	0	-
Employees other than BoD and KMP	6760	607169	42	905659
Workers	12246	543600*	-	-

* Median of Yearly Gross across Plants

4. Do you have a focal point (individual/ committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Head of Human Resources is the designated focal point for addressing human rights impacts or issues.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Human rights related issues can be reported by our employees, workers, senior management and other stakeholders to their superiors (or through the whistle blower mechanism). Further we have internal committee to address any issues related to sexual harassments.

6. Number of complaints on the following made by employees and workers:

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	Nil	-	-	Nil	-	-
Discrimination at workplace	Nil	-	-	Nil	-	-
Child labour	Nil	-	-	Nil	-	-
Forced labour/Involuntary labour	Nil	-	-	Nil	-	-
Wages	Nil	-	-	Nil	-	-
Other human rights-related issues	Nil	-	-	Nil	-	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

MRF strives to maintain a healthy, safe and productive work environment that is free from discrimination or any form of harassment for all internal and external stakeholders. An Internal Complaints Committee has been constituted for resolution for any complaints that may arise in this regard. Further our Code of Conduct and the mechanism under the Prevention of Sexual Harassment Act ensures that any discrimination and harassments are avoided.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, aspects of human rights are covered as part of our agreements with Vendors.

9. Assessments of the year

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

Nil

Principle 6: Businesses should respect and make efforts to protect and restore the environment

MRF believes that commitment to sustainable development is a key component of responsible corporate citizenship and therefore deserves to be accorded the highest priority. MRF continuously endeavours to use sustainably sourced ingredients in products and manufacture products that are not only safe to use but also environment friendly. MRF is committed to progressively adopt best practices prevailing in industry. MRF also believes in protecting the environment by efficient use of resources, reduction of emissions and minimizing wastage.



Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A) Giga Joules (“GJ”)	3150668	2999572
Total fuel consumption (B) GJ	4974712	4956037
Energy consumption through other sources (C) GJ	-	-
Total energy consumption (A+B+C) GJ	8125380	7955609
Energy intensity per rupee of turnover: GJ /Cr. (Total energy consumption/ turnover in rupees)	359.88	418.96

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No independent assessment/ evaluation/assurance has been carried out.

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the performance, achieve and trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken if any.

Not applicable.

There are no sites/facilities that have been identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	1183267	1151083
(iii) Third-party water (municipal water supplies)	1595494	1574315
(iv) Seawater / desalinated water	0	0
(v) Others	119035	95193
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2897796	2820591
Total volume of water consumption (in kilolitres)	2897796	2820591
Water intensity per rupee of turnover: Kilolitres/ Cr. (water consumed / turnover)	128.34	148.53

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No independent assessment/ evaluation/assurance has been carried out.

4. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.
All our units have Zero Liquid discharges mechanism as specified by the Pollution Control Board of respective states in their consent except Kottayam unit. In rainy seasons, Kottayam unit is permitted to discharge excess treated effluent if any as specified in their consent.
5. Please provide details of air emissions (other than Greenhouse Gas emissions (“GHG”)) by the entity:

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	µg/m3	Min: 11 - Max: 62	Min: 3 - Max: 39
SOx	µg/m3	Min: 4 - Max: 39	Min: 4 - Max: 38
Particulate matter (PM)	µg/m3	PM2.5- Min: 10 - Max: 58 / PM10 - Min: 29 - Max: 98	PM2.5- Min:10 - Max: 77 / PM10 - Min: 25 - Max: 96
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	mg/m3	We are in the process of establishing monitoring systems across all our plants.	
Hazardous air pollutants (HAP)	-	Below Detection Level	Below Detection Level
Others – ozone-depleting substances (HCFC - 22 or R-22)	-	NA	NA

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	567325	526290
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	603254	633588
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent/ Cr. ₹	51.85	61.08

7. **Does the entity have any project related to reducing greenhouse gas emission? If yes, then provide details.**

Yes, following are the overview of current projects and initiatives in reducing greenhouse gas emission:

- All plants are adopting specific power consumption and specific fuel consumption measures for the reduction of GHG emissions.
- Horizontal deployment of nitrogen gas-based process in place of hot water system.
- All plants are adopting specific water consumption reduction.

Future Endeavours:

- MRF has signed agreement for purchasing of 20MW solar power for Tamil Nadu plants and 7.5MW hybrid (Solar and Wind) power for Gujarat plant which will reduce its carbon footprint in future.



- Replacement of furnace oil-based steam generation with alternate gas-based fuel.
- MRF initiated usage of Biomass as alternate fuel for Boilers
- Installation of wastewater treatment plants with an aggregated capacity of 1200 KLD is in progress.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	2881.14	3211.32
E-waste (B)	13.56	48.52
Bio-medical waste (C)	0.50	0.55
Construction and demolition waste (D)	0.00	100.00
Battery waste (E)	78.92	246.00
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	1611.34	1503.84
Other Non-hazardous waste generated (H).	51675.20	52859.81
Total (A+B + C + D + E + F + G + H)	56260.66	57970.04
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	17132	23147
(ii) Re-used	3519	2745
(iii) Other recovery operations	30571	25187
Total	51222	51079
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	134	315.5
(ii) Landfilling	2390	3392.5
(iii) Other disposal operations	0.00	0.00
Total	2524	3708

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce the usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Wastes are segregated and stored properly. Hazardous wastes are disposed to authorized agency as per the regulatory norms and the remaining wastes are disposed off to scrap vendors.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Tiruvottiyur, Chennai	Warehouse and R&D facility	Yes

11. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (yes/no)	Relevant Web link
Expansion of manufacturing facility adjacent to existing location at Goa	SIA/GA/MIN/235032/2021	22.10.2022	Yes	Yes	https://environmentclearance.nic.in/TrackState_proposal.aspx?-type=EC&status=EC_new&statename=Goa&pno=SIA/GA/MIN/235032/2021&pid=192451

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act, and rules there under (Y/N). If not, provide details of all such non-compliances:

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
All plants are complying with the norms prescribed by the concerned Pollution Control Board.	NA	NA	NA	NA

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

MRF is a member of several industry associations and contributes to these forums to represent industry concerns and support in implementing measures to foster growth of industry. MRF is aware of its actions and is fully cognizant of its effects on the public and society at large. We ensure our actions bring forth a positive influence on the society and its various stakeholders.



Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/ associations.**

MRF is a member of the following four industry chambers and associations.

b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.**

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Automotive Tyre Manufacturers Association	National
2	Confederation of Indian Industry	National
3	Federation of Indian Chambers of Commerce and Industry	National
4	The Madras Chamber of Commerce and Industry	State

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Name of authority	Brief of the case	Corrective action taken
No case was filed by any stakeholder against MRF regarding unfair trade practices, irresponsible advertising and anti-competitive behaviour during the financial year.		

Principle 8: Businesses should promote inclusive growth and equitable development

As a responsible corporate entity, MRF believes in fulfilling its responsibility towards the community through its Corporate Social Responsibility projects. MRF strives to procure inputs and services from Micro, Small and Medium Enterprises. The Company has in place a Corporate Social Responsibility Policy framed as per the provisions of Section 135 of the Companies Act, 2013 and the Companies (Corporate Social Responsibility) Rules, 2014. MRF's CSR projects have been primarily focused on disaster management including relief, promotion of education, livelihood enhancement, vocational skill development, promoting health care, safe drinking water, training for sports, sanitation and hygiene and rural development projects.

Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year - Not applicable**

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain(Yes/No)	Relevant web link
-	-	-	-	-	-

2. Provide information on the project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S. No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable						

3. Describe the mechanisms to receive and redress grievances of the community.

1. Meeting with the representatives of the community to understand the requirements.
2. Interactions with government agencies.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	23%	27%
Sourced directly from within the district and neighbouring districts	29%	28%

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

MRF strives to adopt customer-oriented processes for achieving customer satisfaction including privacy of their data. MRF endeavours to offer products that are most appropriate to the customers. We ensure that products supplied are as per stated quality and specifications to ensure customer satisfaction. We strive to promptly respond to all queries, handle complaints in a fair manner and ensure that products comply with regulatory requirements including packaging, labelling and adopt fair standards of advertising and promotion.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Customer complaints are addressed by the local sales offices by inspection of the tyre by an accredited trained person. Such complaints are normally disposed of in about 3 days' time.

2. Turnover of products and/or services as a percentage of turnover from all products/services that carry information about:

	As a % to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and/or safe disposal	-



3. Number of consumer complaints in respect of the following:

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	-		Nil	-	
Advertising	Nil	-		Nil	-	
Cyber-security	Nil	-		Nil	-	
Delivery of essential services	Nil	-		Nil	-	
Restrictive trade practices	Nil	-		Nil	-	
Unfair trade practices	Nil	-		Nil	-	
Other	Nil	-		Nil	-	

4. Details of instances of product recalls on account of safety issues.

	Number	Reasons for Recall
Voluntary Recalls	0	N/A
Forced Recalls	0	N/A

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy.

Yes, MRF's Cyber Security framework and privacy policy are published on the company's website. <https://www.mrftyres.com/privacy-policy>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on the safety of products/services.

Not applicable

On behalf of the Board of Directors

Chennai
03rd May, 2023

K M MAMMEN
Chairman & Managing Director
DIN: 00020202