

**ANNEXURE – VIII**

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

Corporate Identity Number (CIN) of the Listed Entity	L35911DL1984PLC017354
Name of the Listed Entity	Hero MotoCorp Limited
Year of incorporation	1984
Registered office address	The Grand Plaza, Plot No. 2 Nelson Mandela Road, Vasant Kunj, Phase-II, New Delhi – 110 070
Corporate address	The Grand Plaza, Plot No. 2 Nelson Mandela Road, Vasant Kunj, Phase-II, New Delhi – 110 070
E-mail	<a href="mailto:secretarialho@heromotocorp.com">secretarialho@heromotocorp.com</a>
Telephone	+91-11-46044220
Website	<a href="http://www.heromotocorp.com">www.heromotocorp.com</a>
Financial year reported	April 1, 2021 to March 31, 2022
Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
Paid-up Capital	₹39,96,23,882
Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Samar Bhatia +91-11-46044220 <a href="mailto:secretarialho@heromotocorp.com">secretarialho@heromotocorp.com</a> The Grand Plaza, Plot No. 2 Nelson Mandela Road, Vasant Kunj, Phase-II, New Delhi – 110070
Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis and pertains only to India operations of the Company.

### II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing	Manufacturing of two-wheelers: motorcycles & scooters	100

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

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Motorcycles & Scooters	30911	100

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	6	45	51
International	2	2	4

#### 4. Markets served by the entity:

##### a) Number of locations

Locations	Number
National (No. of States)	PAN – India
International (No. of Countries)	Company sells its products in 43 countries

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

5.5% of the total turnover of the entity is contributed through export.

##### c) A brief on types of customers

Hero MotoCorp is the world's largest motorcycles and scooters manufacturer. Company sells its products to customers across the globe and the products of the Company caters to adult customers of all ages and gender. It is a testimony of



the trust our customers have bestowed on us, generation after generation that enabled the Company to be the largest selling motorcycle and scooter company in the world by volumes, exceeding 100<sup>th</sup> million vehicles in the previous year.

## IV. Employees

### 5. Details as at the end of Financial Year:

#### a) Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	4,574	4,150	90.72	424	9.28
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>4,574</b>	<b>4,150</b>	<b>-</b>	<b>424</b>	<b>-</b>
<b>WORKERS</b>						
4.	Permanent (F)	4,599	4,596	99.99	3	0.1
5.	Other than Permanent (G)	19,782	18,130	91.65	1,652	8.35
<b>6.</b>	<b>Total workers (F + G)</b>	<b>24,381</b>	<b>22,726</b>	<b>-</b>	<b>1,655</b>	<b>-</b>

#### b) Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	11	8	72.73	3	27.27
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total differently abled employees (D + E)</b>	<b>11</b>	<b>8</b>	<b>-</b>	<b>3</b>	<b>-</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	47	47	100.00	-	-
5.	Other than permanent (G)	40	36	90.00	4	10.00
<b>6.</b>	<b>Total differently abled workers (F + G)</b>	<b>87</b>	<b>83</b>	<b>-</b>	<b>4</b>	<b>-</b>

### 6. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	3	27.2
Key Management Personnel	3	0	0.0

### 7. Turnover rate for permanent employees and workers

	FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12%	25%	13%	6%	8%	6%	13%	15%	13%
Permanent Workers	2%	-	2%	2%	-	2%	2%	0%	2%

## V. Holding, Subsidiary and Associate Companies (including joint ventures)

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

Sl. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity
1	Hero FinCorp Limited	Associate	41.20
2	Ather Energy Private Limited	Associate	34.04
3	HMC MM Auto Limited	Subsidiary	60.00
4	HMCL Americas Inc.	Subsidiary	100.00
5	HMCL Netherlands B.V.	Subsidiary	100.00
6	HMCL Colombia S.A.S	Subsidiary	68.00
7	HMCL Niloy Bangladesh Limited	Subsidiary	55.00
8	Hero Tech Center Germany (GmbH)	Subsidiary	100.00

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**Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity?**

The subsidiary/associate companies have their own business responsibility (BR) initiatives and generally do not participate in the BR initiatives of the Company. However, there are instances where subsidiaries make joint commitments to support BR initiatives such as COVID-19 relief measures.

**VI. CSR Details**

**9. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013:** Yes

**(ii) Turnover –** (in ₹) - ₹ 29,802.38 crore

**(iii) Net worth** (in ₹) - ₹15,782.92 crore

**VII. Transparency and Disclosures Compliances**

**10. 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 weblink for grievance redress policy)	FY 2021-22			FY 2020-21		
		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	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes	481	3	Pending complaints resolved in FY 2022-23	367	18	Pending complaints resolved in FY 2021-22
Employees and workers	Yes	8	1	-	17	5	-
Customers	Yes	34401	770	2.2% pendency	28387	330	1.2% pendency
Value Chain Partners	Yes	7	-	-	12	2	16.7%
Other	Yes	9	0	-	19	1	5.2%

The Vigil Mechanism/Whistle-Blower Policy of the Company provides a robust framework for dealing with concerns and grievances. The Company has a hotline managed by a third party which can be used by employees, directors, vendors, suppliers, dealers, etc. to report any concern. The same is available at <https://www.heromotocorp.com/en-in/about-us/key-policies.html>.

**11. Overview of the entity's material responsible business conduct issues**

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

Sl. No.	Material issue identified	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	Shift from Internal Combustion Engine vehicles to Electric Vehicles	Both	Identification of risk associated with the effects of environmental changes	<ul style="list-style-type: none"> <li>- Hero MotoCorp EV product to be launched</li> <li>- Investment in Ather Energy</li> <li>- Collaboration with Gogoro</li> </ul>	<ul style="list-style-type: none"> <li>- EV sales may eat into part of the traditional IC engine sales volumes</li> <li>- Explore new business models to address the eco-system such as charging formats, Battery as a Service</li> </ul>
2	Shift in spending patterns due to uncertainties	Risk	Change in purchasing pattern of the customers	<ul style="list-style-type: none"> <li>- Appropriate value proposition</li> <li>- Attractive offers to the customers</li> <li>- Subvention Finance schemes</li> </ul>	<ul style="list-style-type: none"> <li>- Identify different ways of delivering greater value to customers.</li> <li>- Customers delay certain purchases</li> </ul>



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
<b>1. a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes, the Sustainability Policy, which is an overarching policy of the Company contains the guiding principles of the Company. The Sustainability Policy covers all the aforesaid 9 Principles.								
<b>b) Has the policy been approved by the Board?</b>	Yes, the Sustainability Policy has been approved by the Board of Directors.								
<b>c) Weblink of the Policies, if available</b>	<a href="https://www.heromotocorp.com/en-in/about-us/key-policies.html">https://www.heromotocorp.com/en-in/about-us/key-policies.html</a>								
<b>2. Whether the entity has translated the policy into procedures.</b>	Yes, the Company has translated the policies as applicable into procedures and practices in all spheres of activities that the Company does. Ex.- To ensure adherence to the Company's Code of Conduct, Ethics Committee has been constituted to investigate the violations. Further, the Company has well defined SOPs to handle the stakeholders' grievances.								
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes, the Company's Sustainability Policy covering the above 9 principles is expected to be adhered by its stakeholders.								
<b>4. Name of the national and international codes/ certifications/ labels/ standards</b>	Yes, the Code of Conduct of the Company, which forms the pillar of the Company is based on the GBS Codex, © HBSP, approval #614127								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	Company aims to have: Carbon Neutral operations by 2030 500% water positive by 2025 and Zero Waste to Landfill by 2025.								
<b>6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.</b>	Performance on specific targets are as under: Carbon Neutral operations by 2030- Achieved ~30% 500% water positive by 2025- Achieved ~350% Zero Waste to Landfill by 2025- Achieved 75%								
<b>Governance, leadership and oversight</b>									
<b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b>	<p>At Hero MotoCorp, we remain committed to making a significant contribution towards shaping a better future because 'We Care' unconditionally. We remain committed to leading from the front in demonstrating the responsibility of being good corporate citizens by offering smart mobility solutions, spurring technological innovation, enabling the transition to a low-carbon economy and creating shared benefits for all our stakeholders as we work towards a sustainable future.</p> <p>We are also progressing on our three key sustainability aspirations. We are working to achieve 100% carbon neutral operations by 2030 by offsetting Scope 1 and 2 emissions through various means, 500% water positive facilities by 2025 by creating 5x recharge potential within and beyond the fence cumulatively, and 100% waste neutral facilities through Zero Waste to Landfill (ZWL) certifications by 2025.</p> <p>In FY 2021-22, we achieved carbon neutrality of ~30%, water positivity of ~350%+ and generated clean renewable energy of ~1.2 crore units from solar plants.</p> <p>Diversity and Inclusion (D&amp;I) have always been our foundation and key guiding principles for everything we do at Hero MotoCorp. Our Company remains committed to promoting gender diversity, and this is reflected in an increase in our female workforce to 2000+. We have also signed the United Nations Women's Empowerment Principles, reiterating our commitment to being a leader in empowering women.</p> <p>Health Safety and Well-Being of our employees is a foremost area of work which is fundamental to our organisational growth. We believe that safe work practices lead to better business performance, motivated workforce and higher productivity.</p> <p>We have been accelerating our focus to improve our safety systems over the years to provide a safe, pleasant and healthy workplace environment to our people including the relevant training &amp; awareness. We have achieved 20% reduction in first aid cases in FY 2021-22.</p>								

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	DIN Number	:			00985182				
	Name	:			Mr. Vikram Sitaram Kasbekar				
	Designation	:			Executive Director & Chief Technical Officer				
<b>9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues?</b>	Yes, Sustainability and Corporate Social Responsibility Committee Dr. Pawan Munjal – Chairman Mr. Pradeep Dinodia – Member Prof. Jagmohan Singh Raju – Member Ms. Tina Trikha – Member								

**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)																
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9															
Performance against above policies and follow up action	The performance of the Company against the Sustainability Policy and other key policies are reviewed periodically or on a need basis by the Sustainability team, which reports into the Sustainability SteerCo and then to a Committee of the Board of Directors. During the assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures, if any and suggested and implemented.																																
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Our major aim is to ensure that we manage our compliances effectively and we have E-Compliance tool in place. The tool is periodically updated to ensure incorporation of the latest statutory and legal changes provides automated alerts along with a real-time dashboard to the management.																																
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.</b>										P	P	P	P	P	P	P	P	P															
										1	2	3	4	5	6	7	8	9															
	Yes, assurance by Price Waterhouse Chartered Accountants LLP																																

**12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:**  
Not Applicable

**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.**

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	17	Covering all Principles	100%
Key Managerial Personnel	361	Covering all Principles	100%
Employees other than BoD and KMPs	447	Covering all Principles	100%
Workers	104	Covering all Principles	100%

**2. Details of fines/ penalties/punishment/ award/ compounding fees/ settlement amount in proceedings (by the entity or by directors/ KMPs) with the regulators/ law agencies/ judicial institutions, in the financial year, in the following format the (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed entity’s website):**  
NIL

**3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed:**  
Not Applicable



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

Yes, the Code of Conduct covers the Anti-corruption and Anti-bribery. The policy reiterates Company's stance of zero tolerance towards bribery and corrupt practices. The same is available at <https://www.heromotocorp.com/en-in/about-us/key-policies.html>

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

NIL

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	NIL	-

**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**

NIL

## Leadership Indicators

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
467	Principle 4 & 9	70%

**2. Does the entity have processes in place to avoid/manage conflict of interests involving of the Board?**

Yes, the Code of Conduct of the Company has principle on management of conflict of interest to identify actual or potential conflict of interest of Company with its directors and employees, which may arise during the course of its business activities. The policy is available at <https://www.heromotocorp.com/en-in/about-us/key-policies.html>

## PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

### Essential Indicators

**1. R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes.**

	Current Financial Year (₹ in crore)	Previous Financial Year (₹ in crore)	Details of improvements in environmental and social impacts
R&D	431.42	395.81	- EV Vehicle development [Zero emission technology]
Capex	184.43	144.21	- Wash coat optimisation in CatCon material to substantially reduce emissions - Zr based pre- treatment process in Fuel tank resulting in zero sludge & no heating requirement - Water based CED process instead of solvent based primer in sheet metal painting - Lightweight high efficiency LED lighting system

**2. a) Does the entity have procedures in place for sustainable sourcing?**

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

In terms of Sustainability Policy of the Company, the Company is committed to handhold its value chain partners to implement relevant policies and processes to enhance their sustainability performance.

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Under its Programme, Green Partner Development Programme (GPDP), the Company actively engages with its suppliers through its BR initiatives. During the year 21-22, due to pandemic issues, only 4 sessions were conducted under the GPDP programme. Overall, 236 suppliers have been enrolled under this programme, which amounts to 92% of total volume.

GPDP encourages a collaborative effort between Hero MotoCorp and its suppliers, dealers to achieve Company's overall corporate sustainability goal. Six pillars have been assigned to GPDP model. Partner vendors and dealer are given specific training on all six pillars of GPDP and mapping of processes/equipment is carried out based on logical analysis so as to identify the gaps or Significant environmental and safety aspects and accordingly improvements projects are undertaken for implementation. The objective of GPDP is as under:

- Provide employees a safer & healthy place to work
- De-risking of business in view of legal compliance
- Reduce environment impact – reduced energy, water and landfill waste
- Reduce Carbon dioxide (CO<sub>2</sub>) gas emission & encourage use of renewable energy

- Differentiate your business from others in your community by sustainable practices
- Benchmark Supplier and dealers on sustainability

**Safety Audit and training:**

As a part of our de-risking drive of our supply chain partners, a structure Fire & Safety audit was conducted by the Company through external certified auditor for 35 supply chain partners, selected on the basis of criticality of process, dependability & critical hazardous chemical/waste handling. Further, the partners were also guided to implement the actions for mitigating the risks identified.

**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.**

Not Applicable

**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 Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, EPR is in line with the plan submitted to Pollution Control Board.

**Leadership Indicators**

**1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products?**

NIC Code	Name of Product	% of total contribution	Boundary for which the Life Cycle Perspective/Assessment was Conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the weblink.
30911	HF Delux	17.42%	To understand the actual environmental performance of the product with key focus on primary energy consumption, GHG emissions, acidification potential, blue water consumption, primary energy demand and photochemical ozone creation potential with a cradle to grave approach.	Conducted by an external agency along with Company's internal team. Independent third party reviewed the final report	<a href="https://www.heromotocorp.com/en-in/uploads/sustainability_report/SR-2019.pdf">https://www.heromotocorp.com/en-in/uploads/sustainability_report/SR-2019.pdf</a>



2. If there are any significant social or environmental concerns and/ or risks arising from production or disposal of your products/ services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.

Name of Product/ Service	Description of the risk/concern	Action Taken
Carburettor System	Higher fuel consumption.	Replacing with efficient fuel injection system that enables higher fuel atomisation thereby reducing unused fuel wastage and hence substantial reduction in scope 3 emissions.
Idle start stop system (i3s) implementation	Higher fuel consumption.	i3S improves fuel efficiency by up to 5% and ensures carbon footprint reduction in the use phase of the product and hence substantial reduction in scope 3 emissions.

Company also accelerated its efforts on developing in house electric vehicle as a part of its emerging mobility strategy and transitioning towards sustainable mobility solutions.

3. Percentage of recycled or reused input material to total material (by value) used in production

Indicate Input material	Recycles or re-used input material to total material	
	FY 2021-22	FY 2020-21
Aluminum (Tonnes)	61.10%	62.18%
Steel (Tonnes)	6.29%	6.16%

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format

	FY 2021-22			FY 2020-21		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NIL	NIL	1,367	NIL	NIL	1,477
E-waste	NIL	NIL	5.4	NIL	NIL	8.6
Hazardous waste	NIL	NIL	1,652	NIL	NIL	1,833.5
Other waste	NIL	NIL	8,056.6	NIL	NIL	8,954.9

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NIL	NIL

## PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

### 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)
<b>Permanent Employees</b>											
Male	4,150	4,150	100	4,150	100	4,150	100	4,150	100	4,150	100
Female	424	424	100	424	100	424	100	424	100	424	100
<b>Total</b>	<b>4,574</b>	<b>4,574</b>	<b>100</b>	<b>4,574</b>	<b>100</b>	<b>4,574</b>	<b>100</b>	<b>4,574</b>	<b>100</b>	<b>4,574</b>	<b>100</b>
<b>Other than Permanent Employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>



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**b) Details of measures for the well-being of workers**

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)
<b>Permanent Employees</b>											
Male	4,596	4,596	100	4,596	100	4,596	100	4,596	100	4,596	100
Female	3	3	100	3	100	3	100	3	100	3	100
<b>Total</b>	<b>4,599</b>	<b>4,599</b>	<b>100</b>	<b>4,599</b>	<b>100</b>	<b>4,599</b>	<b>100</b>	<b>4,599</b>	<b>100</b>	<b>4,599</b>	<b>100</b>
<b>Other than Permanent Employees</b>											
Male	18,130	18,130	100	18,130	100	18,130	100	18,130	100	18,130	100
Female	1,652	1,652	100	1,652	100	1,652	100	1,652	100	1,652	100
<b>Total</b>	<b>19,782</b>	<b>19,782</b>	<b>100</b>	<b>19,782</b>	<b>100</b>	<b>19,782</b>	<b>100</b>	<b>19,782</b>	<b>100</b>	<b>19,782</b>	<b>100</b>

**2. Details of retirement benefits, for current year and previous financial year**

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and deposited with the authority
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI (Eligible employees as per law)	100	100	Yes	100	100	Yes
Other – please specify	-	-	-	-	-	-

**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, the premises of the Company are accessible to differently abled employees and workers.

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

The Company has adopted an Equal Opportunity Policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and the rules framed thereunder. The policy is on the Company’s intranet and is available to internal stakeholders.

**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	100%	93%	100%	100%
Female	100%	85%	100%	100%
<b>Total</b>	<b>100%</b>	<b>92%</b>	<b>100%</b>	<b>100%</b>

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	
Other than Permanent Workers	
Permanent Employees	Yes
Other than Permanent Employees	



The Company believes in two-way communication. Employees are encouraged to share their concerns with their managers, HR or the members of the senior management. The Whistle-blower Policy of the Company provides a formal platform to share grievances on various matters. New recruits are also sensitised on the various mechanism and forms part of the employee induction programme.

Company has a policy on prevention, prohibition and redressal of sexual harassment of women at the workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The policy on the same is placed on the Company's website. Members of the Company's ICC are responsible for conducting inquiries pertaining to such complaints.

The Company, on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programmes which are held on a regular basis.

## 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity

Category	FY 2021-22			FY 2020-21		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>						
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-
<b>Total Permanent Workers \$</b>						
- Male	3399	3399	100%	3357	3357	100%
- Female	0	0	0	0	0	0

\$ Dharuhera and Gurgaon have Unions

## 8. Details of training given to employees and workers

Category	FY 2021-22					FY 2020-21				
	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)
<b>Employees</b>										
Male	4,150	4,150	100	4,150	100	3,899	3,899	100	3,899	100
Female	424	424	100	424	100	382	382	100	382	100
<b>Total</b>	<b>4,574</b>	<b>4,574</b>	<b>100</b>	<b>4,574</b>	<b>100</b>	<b>4,281</b>	<b>4,281</b>	<b>100</b>	<b>4,281</b>	<b>100</b>
<b>Workers</b>										
Male	4,596	4,596	100	4,596	100	4,442	4,442	100	4,442	100
Female	3	3	100	3	100	1	1	100	1	100
<b>Total</b>	<b>4,599</b>	<b>4,599</b>	<b>100</b>	<b>4,599</b>	<b>100</b>	<b>4,443</b>	<b>4,443</b>	<b>100</b>	<b>4,443</b>	<b>100</b>

## 9. Details of performance and career development reviews of employees and worker

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	4,150	4,150	100	3,899	3,899	100
Female	424	424	100	382	382	100
<b>Total</b>	<b>4,574</b>	<b>4,574</b>	<b>100</b>	<b>4,281</b>	<b>4,281</b>	<b>100</b>
<b>Workers</b>						
Male	4,596	4,596	100	4,442	4,442	100
Female	3	3	100	1	1	100
<b>Total</b>	<b>4,599</b>	<b>4,599</b>	<b>100</b>	<b>4,443</b>	<b>4,443</b>	<b>100</b>

Annexure – VIII (Contd.)

**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, the coverage such system?**

Yes, all units of the Company are certified Occupational Health and Safety Management systems as per ISO 45001. The Company is complying with all the applicable Health and Safety regulations. The Company has defined Safety standards which are more stringent than the prescribed legislative norms. Various Key Performance Indicators are defined on Health and Safety specifically for reduction in safety related incident – and are tracked and monitored on monthly basis.

**(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 a process of defining and describing hazards by characterising their probability, frequency, and severity and evaluating adverse consequences, including potential losses and injuries. A risk assessment that provides the factual basis for activities is included in the corporate safety strategy to reduce losses from identified hazards at workplace. While carrying out Hazard Assessment, all the activities including routine and non-routine in each section are selected, Hazard Assessment conducted to identify the significant risks. For all the significant risks, control measures are defined to mitigate the risks. The HIRA process is a dynamic document which is reviewed every year or if there is

change in process, layout, materials etc. of there is an accident or incident in that particular activity.

Periodic medical check-ups are done in-house with specific tests identified as per risk assessment of employees working in different departments having exposure to different occupational health hazards. Health assessment on return-to-work is done prior to rejoining. Medical fitness certificate is verified and validated and maintained as record. Immunisation of specific categories of employees as per job requirements for specific protection under primary prevention protocol.

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

The Company has necessary systems in place to ensure employee's safety is not compromised and they are encouraged to discuss any work related hazards and health issues.

All our sites have safety committees with equal representation from employee and workers. Work related hazards identifies are identified through joint audit of section safety committees and planned countermeasure to eliminate them.

**(d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services?**

Yes, the employees are covered under the Company's health insurance and personal accident policy.

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

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.1	0
Total reportable work-related Injuries	Employees	0	0
	Workers	5	0
No. of fatalities	Employees	0	0
	Workers	0	0
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 work place.**

All units of the Company are certified Occupational Health and Safety Management systems as per ISO 45001. The Company is complying COVID-19 specific Initiatives with all the applicable Health and Safety regulations. The Company has defined Safety standards which are more stringent than the prescribed legislative norms. Various Key Performance Indicators are defined on Health and Safety specifically for reduction in safety related incident – and are tracked and monitored on monthly basis.

The Company undertakes various activities to improve safety and health such as safety audits through internal and external experts, safety training for its employees on topics like behavioural based safety training, Fire safety, process safety etc. The Company puts serious efforts to prevent accidents or mishaps that may lead to loss of workdays, bodily injury or fatality. The Company is further involved in proactive measures which are designed to eliminate potentially dangerous workplace behaviour and situations that may be dangerous to employees.



**13. Number of Complaints on the following made by employees and workers:**

	FY 2021-22			FY 2020-21		
	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	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

**14. Assessments for the year**

	% of your plants and offices that were assessed
Health and safety practices	100%
Working Conditions	

**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**

The Hazards and risks are identified through various auditing and inspection process. Control measures are planned to mitigate significant Health and Safety hazards according to the hierarchy of controls. As per hierarchy of controls, the elimination of hazard is the most effective control method and the use of Personal Protective Equipment (PPE) is the least effective control.

Action taken report is submitted by the concerned agencies after closure of observation either through hazard notification system or otherwise and followed up by the Safety Coordinator. Any serious (high potential to cause injury) deficiencies are repaired immediately.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (B) Workers**

Yes, the employees are covered under life insurance. During Covid period, in the unfortunate case of death of any employee, the Company decided to make contribution equivalent to the pay-out by insurance company.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners**

Business agreements, as applicable mandates the value chain partners to comply with all the statutory laws, Regulations and rules made thereunder.

**3. Provide the number of employees/workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment**

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable Employment or whose family members have been placed in suitable employment	
	FY 2021-22	FY 2020-21	FY 2021-22	FY 2020-21
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

**4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?**

Given that the employees are mostly high skilled, the transition assistance programme for the retirees are not found to be compelling.

**5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	55 suppliers, amounting to 43% of overall volume were assessed.
Working Conditions	

**6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners**

No significant risks/concerns were noted during assessments of health and safety practices and working conditions of value chain partners.

Annexure – VIII (Contd.)

**PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS**

**Essential Indicators**

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

Yes, the Company has mapped and identified its internal and external stakeholders. Company recognises employees, customers, shareholders, NGOs and communities, dealers, suppliers, investors, media, government, regulators, peers and industry ecosystem as our key stakeholders

**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	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), other	Frequency of engagement (Annually/ Half yearly/ Quarterly / other – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	Depending upon Income and other factors	Virtual showrooms, Customer service interaction, dealer management system, websites, showrooms, motor shows, events, media (TV, social media, magazines)	Ongoing basis	Customer feedback on product and services
Employees	No	Direct contact, Intranet, internal events, capacity building sessions	Ongoing basis	Discussion long-term strategy and welcome their insights and perspective
Value Chain Partners	No	Conferences, conventions, meetings, websites, dedicated portals	Ongoing basis	Discussion on business volume, customer expectations, sustainability
Shareholders and Investors	No	Direct contact, shareholder's meeting, results briefing, website, shareholder's queries, investor conferences, non-deal roadshows	Ongoing basis	Market developments, explain corporate results, resolving queries, ESG initiatives etc.
Industrial Association	No	Joint research, studies, working groups, conferences, events, assistance	Ongoing basis	Participation and External communication, Knowledge gaining-sharing
Local Communities	Yes	Local events, CSR, road safety programme	Ongoing basis	Promote activities to raise awareness on green, safe and sustainable living & inclusive prosperity.
Regulatory Bodies	No	Conferences, External forums and public platforms	Ongoing basis	Policy strengthening and social-economic benefits to stakeholders

**Leadership Indicators**

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

The consultation with the shareholders are dealt by the Stakeholders Relationship Committee (SRC) and the Corporate Social Responsibility (CSR) and Sustainability programmes of the Company are viewed by the Sustainability and Corporate Social Responsibility Committee of the Company. The Board is kept abreast on various developments and feedback on the same is sought from the directors.

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, the Company consults its stakeholder while identifying its sustainability and CSR programmes. During

the year, based on consultation with authorities and local communities, the Company partnered with Ramakrishna Mission Sevashrama & District Haridwar for 122 bed Covid hospital. The Company also signed a Memorandum of Understanding with the Municipal Corporation of Gurugram for the ecological restoration and conversation of the Aravali Biodiversity Park in Gurugram.

**3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.**

The Company through its CSR initiatives, provide necessary support to the vulnerable/marginalised community. Through its CSR initiative Shiksha, Company provides education support to the students. Through Jeevika, skill development trainings are provided. Further, the support to specially-abled group is provided through CSR initiative, Enable.



## PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### 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 2021-22			FY 2020-21		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	4,574	4,574	100	4281	4281	100
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>4,574</b>	<b>4,574</b>	<b>100</b>	<b>4281</b>	<b>4281</b>	<b>100</b>
<b>Workers</b>						
Permanent	4,599	4,599	100	4443	4443	100
Other than permanent	19,782	19,782	100	21869	21869	100
<b>Total Workers</b>	<b>24,381</b>	<b>24,381</b>	<b>100</b>	<b>26312</b>	<b>26312</b>	<b>100</b>

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2021-22					FY 2020-21				
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	4,150	-	-	4,150	100	3899	-	-	3899	100
Female	424	-	-	424	100	382	-	-	382	100
<b>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
<b>Permanent</b>										
Male	4,596	-	-	4,596	100	4442	-	-	4442	100
Female	3	-	-	3	100	1	-	-	1	100
<b>Other than Permanent</b>	19,782	19,782	100	-	-	21869	21869	100	-	-

3. Details of remuneration/salary/wages in the following format:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
(₹ in crore)				
Board of Directors (BoD) (Executive Director)				
- Mr. V S Kasbekar	1	8.08	-	-
Key Managerial Personnel:				
- Dr. Pawan Munjal	1	84.35	-	-
- Mr. Niranjan Gupta	1	6.71	-	-
- Mr. Dhiraj Kapoor (February 1, 2022 – March 31, 2022)	1	0.15	-	-
- Ms. Neerja Sharma (April 1, 2021 – January 31, 2022)	-	-	1	5.10
	<b>Numbers</b>		<b>Median Remuneration</b>	
Employees & Workers (As on 31.03.2022)	9,173		0.118	

Annexure – VIII (Contd.)

**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, the Company has Committees at plant level which takes care of health and safety concerns of the employees. Further, the Chief Human Resource Officer oversees the human resource function in the Company.

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

The Company regards respect for human rights as one of its fundamental and core values and strives to support, protect and promote human rights to ensure that fair and ethical business and employment practices are followed. The Company is committed to provide a safe business environment and workplace for everyone, irrespective of the ethnicity, region, sexual orientation, race, caste, gender, religion, disability, work, designation and such other parameters.

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

	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	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	7	Nil	-	2	-	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

The Company has policy to ensure protection of the complainant from discrimination, victimisation, retaliation or adoption of any unfair employment practices.

**8. Do human rights requirements form part of your business agreements and contracts?**

Yes, agreements provide that all the statutory & regulatory laws including the human right to have a safe working place, timely payment of dues etc. are required to be complied by the service provider.

**9. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100% of Plants and offices are assessed during the statutory audit ensuring compliance with all the Statutory laws/Regulatory requirement, Labour laws and rules made thereunder.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
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.**

Not Applicable

**Leadership Indicators**

**1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints.**

The Code of Conduct of the Company is based on GBS Codex and respects the rights of its employees. Further, the Sustainability Policy of the Company respects and promote human rights. The Company regularly sensitises its employees on the Code of Conduct through various training programmes.

**2. Details of the scope and coverage of any Human rights due-diligence conducted.**

Please see response above

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, the premises/office of the entity are accessible to differently abled visitors.



#### 4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Company expects its value chain partners to comply with its Sustainability Policy and with the law of the land where they do business. No specific assessment has been done.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

#### 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

## PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	423754 GJ	423092 GJ
Total fuel consumption (B)	460718 GJ	644134 GJ
Energy consumption through other sources (C)	Nil	Nil
<b>Total energy consumption (A+B+C)</b>	<b>884472 GJ</b>	<b>1067226 GJ</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)		
Energy intensity (optional) – the relevant metric may be selected by the entity	0.184 GJ/Veh.	0.185 GJ/Veh.

**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. Yes, assurance by Price Waterhouse Chartered Accountants LLP

#### 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

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	305529	310474
(ii) Groundwater	518483	605529
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>824012</b>	<b>916003</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>824012</b>	<b>916003</b>
<b>Water intensity per rupee of turnover</b> (Water consumed/turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	0.17 KL/Veh.	0.16 KL/Veh.

**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. Yes, assurance by Price Waterhouse Chartered Accountants LLP



Annexure – VIII (Contd.)

**4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Yes, the Zero Liquid Discharge (ZLD) plant comprises of Ultra Filtration (UF), three stage Reverse Osmosis (RO) plant.

Ultra Filtration: The treated effluent from the outlet of ETP is passed through UF a modern process technology to purify water for a wide range of applications, including semiconductors, food processing, biotechnology, pharmaceuticals, power generation, sea water desalting, and municipal drinking water.

Reverse Osmosis: The permeated of the UF is passed through 3 stages of RO the water moves to the salty side of the membrane until equilibrium is achieved. The permeate of each stage is used back in the process, the reject of each stage of RO become feed for the next stage of the RO. The Final concentrated reject from RO stage 3 is sent to Multi Effect Evaporator (MEE).

Multi Effect Evaporator: The Multi effect evaporator vaporises the rejected water with High TDS in 3 stages under vacuum, the condensate from each stage is used back into the process. The solidified salt from the agitated thin film drier (ATFD) is collected in HDPE bags and sent for secured landfill/Co-processing.

**5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	MT	33.75	91.22
SOx	MT	2.56	5.43
Particulate matter (PM)	MT	11.08	20.40
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-
Others – please specify		-	-

**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.** Yes, assurance by Price Waterhouse Chartered Accountants LLP

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2021-22	FY 2020-21
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	26545	37363
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	84115	88840
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>			
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity		22.94 Kg.Veh.	21.9 kg/Veh.

**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.** Yes, assurance by Price Waterhouse Chartered Accountants LLP

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Yes, the Company has recently installed 2.5 MW Solar Power Plant. Total in-house capacity of solar power generation is 11.2 MW



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

Parameter	FY 2021-22	FY 2020-21
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	1367	1477
E-waste (B)	5.4	8.6
Bio-medical waste (C)	0.32	0.40
Construction and waste (D) demolition	-	-
Battery waste (E)	127	46.19
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	1652	1833.5
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	7930	8908
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>11081</b>	<b>12274</b>
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste</b>		
(i) Incineration	0.32	0.40
(ii) Landfilling	7	-
(iii) Other disposal operations	11073.7	12273.7
<b>Total</b>	<b>11081.02</b>	<b>12274.1</b>

**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.** Yes, assurance by Price Waterhouse Chartered Accountants LLP

- 9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**  
 Company is committed to regularly improve its Waste management initiatives at its facilities. All Plants dispose waste in compliance with operating permits and hazardous waste authorisations. Company engage with waste disposal facilities/ waste recyclers/ cement companies after due validation. As per our strategic drive to divert hazardous wastes away from landfill and incineration, a number of recycling options have been explored and implemented across organisation level.
- 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:**  
 Not Applicable
- 11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**  
 No Environmental impact assessment of projects were undertaken by the Company during the current financial year.
- 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 thereunder (Y/N). If not, provide details of all such non-compliances.**  
 The Company is complying with all 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 thereunder.

Annexure – VIII (Contd.)

**Leadership Indicators**

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

Parameter	FY 2021-22	FY 2020-21
From renewable sources		
Total electricity consumption (A)	38401 GJ	33062 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>38401 GJ</b>	<b>33062 GJ</b>
From non-renewable sources		
Total electricity consumption (D)	383311 GJ	390030 GJ
Total fuel consumption (E)	461365 GJ	644134 GJ
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>844676 GJ</b>	<b>1034164 GJ</b>

**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. Yes assurance by Price Waterhouse Chartered Accountants LLP

**2. Provide the following details related to water discharged**

Not Applicable

**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. Yes, assurance by Price Waterhouse Chartered Accountants LLP

**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility/plant located in areas of water stress, provide the following information:

- (i) **Name of the area:** Haryana and Rajasthan
- (ii) **Nature of operations:** Manufacturing of two-wheelers, Global Parts Centre and Research & Development.
- (iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	138869	143650
(ii) Groundwater	262916	361891
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>401785</b>	<b>505541</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>401785</b>	<b>505541</b>
<b>Water intensity per rupee of turnover</b> (Water consumed/turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-



Parameter	FY 2021-22	FY 2020-21
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>-</b>	<b>-</b>

**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.** Yes, assurance by Price Waterhouse Chartered Accountants LLP

**4. Please provide details of total Scope 3 emissions & its intensity**

Not Applicable

The Company has accordingly taken aggressive targets: Carbon Neutral operations by 2030, 500% water positive by 2025 and Zero Waste to Landfill by 2025.

**5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not Applicable

**10. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

As per information available, there has been no significant impact to the environment, arising from the value chain of the Company.

**6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/ effluent discharge/ waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Not Applicable

**11. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

60% of the value chain partners (by value of business done with such partners) were assessed for environmental impacts.

**9. Does the entity have a business continuity and disaster management plan? Give details.**

Yes, the Company recognises the importance of Business Continuity Plan (BCP) for the smooth running of business particularly during unfavourable times, including pandemic. The Company focuses on business continuity, both from a business operations sustainability viewpoint as well as employee welfare measures perspective. A team of executives' as part of developing a BCP, focus on key action steps, roles and responsibilities, trigger mechanisms, turnaround times etc. to be always prepared to tackle any situation that can potentially affect the business operations.

Emergency preparedness aims to reduce the consequences of damaged caused by unexpected situations like accidents, fire, sabotage, spills, explosions, natural disasters, terrorist activities and medical emergencies. It includes a series of actions to be taken in the case of such emergencies. It shows the preventive actions, preparation to meet adverse situations, how to mitigate them and how to have positive controls during that situation to save lives and reduce property damage.

**PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

**Essential Indicators**

**1. a) Number of affiliations with trade and industry chambers/associations. – 2**

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Confederation of India Industry (CII)	National
2	Society of Indian Automobile Manufacturers (SIAM)	National

Annexure – VIII (Contd.)

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

Name of authority	Brief of the case	Corrective action taken
N.A.	N.A.	N.A.

**Leadership Indicators**

**Details of public policy positions advocated by the entity:**

Sl. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Weblink, if available
1	FAME II	Direct communication (through SIAM)	Yes (Policy information is available)	Quarterly	Link
2	Battery Swapping	Direct communication (Through SIAM)	Yes, (Policy information is available)	Need basis	Link
3	Circular Economy (Scrapping Policy, Recycling, RVSF)	Direct communication (Through SIAM)	Draft Circular Economy Policy Available	Need basis	--
4	Fuel efficiency Regulation	Direct communication (Through SIAM)	No (Policy is under preparation)	Need basis	--
5	Ethanol fuel Roadmap	Direct communication (Through SIAM)	Yes	Quarterly	Link
6	Methanol fuel Roadmap	Direct communication (Through SIAM)	No (Under preparation)	Quarterly	--
7	Alternate fuel roadmap (Ethanol)	Direct communication (Through SIAM)	Yes Ethanol (while for Methanol & Hydrogen it is under preparation)	Need basis	Link
8	On-Board Diagnostic (OBD) II	Direct communication	Yes (Procedural document is published)	Quarterly	Link
9	Battery waste management	Direct communication (Through SIAM)	Yes (Draft policy document is available)	Need basis	Link
10	Recall Policy	Direct communication (Through SIAM)	Yes, Recall Policy available & published.	Need basis	Link
11	Omission of Feracrylum gel from First-aid-kit	Direct communication (Through SIAM)	Yes	Need basis	Link
12	Hazardous Waste Management Rules (PoPs, Chemicals under BRS Convention)	Direct communication (Through SIAM)	Yes	Need basis	--

**PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**

**Essential Indicators**

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**  
Not Applicable
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.**  
Not Applicable
- Describe the mechanisms to receive and redress grievances of the community. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Directly sourced from MSMEs/small producers	2%	1%
Sourced directly from within the district and neighbouring districts	59%	61%



## Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sl. No.	State	Aspirational District	Amount spent (In ₹)
1	Uttarakhand	Haridwar	1,69,09,764/-
2	Jharkhand	Ranchi	4,64,466/-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups?  
(b) From which marginalised/vulnerable groups do you procure?  
(c) What percentage of total procurement (by value) does it constitute?  
While the criteria for selection of goods and services is quality, reliability and cost, Company gives preference to diversified supply chain partners which includes

female entrepreneurs and small scale industries who meets its quality, delivery, cost and technology expectations. However, the purchase from suppliers under the above-mentioned group are limited.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	COVID-19 relief	8652	100%
2	Arogya – Promoting preventive health care	6573	100%
3	Shiksha – Education	274	100%
4	Road Safety	10000	Majority

## PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

### Essential Indicators

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

Company has robust customer's grievance capturing mechanism through different medium like toll free number, social media, corporate website, e-mails, etc. Customer's grievances are recorded into the system which has loop closing mechanism and transparency till satisfaction of the customer.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

Annexure – VIII (Contd.)

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

	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	244	244	Consumer complaints pending for adjudication	111	111	Consumer complaints pending for adjudication
Other	34401	770	-	28387	330	-

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

**5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a weblink of the policy.**

Company is an ISO 27001 (ISMS) certified organisation. Company has an information Security Policy framework and Data Privacy policy. Policy is available at <https://www.heromotocorp.com/en-in/privacy-policy.html>

**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 safety of products/ services.**

No regulatory action has been taken on the above-mentioned parameters.

**Leadership Indicators**

**1. Channels/platforms where information on products and services of the entity can be accessed (provide weblink, if available).**

Information relating to all the products and services provided by the Company are available at the corporate website, [www.heromotocorp.com](http://www.heromotocorp.com) and also at [www.eshop.heromotocorp.com](http://www.eshop.heromotocorp.com). In addition, the owner's manual containing the details of product of the Company is handed to all customers during delivery of vehicle. The Company also actively uses various social media and digital platforms to disseminate information about its products and services.

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

During the new vehicle delivery and service, customers are informed and educated on the safe and responsible usage of the products. Company also undertakes various safety initiatives to educate customers about safe ride.



**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

Company has Business Continuity Committee to deal with any kind of disruption and discontinuation. In case of any disruption/discontinuation of essential services, customers are informed through various media channels both print and digital and also through individual SMS to the customers.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The details on information label are as per the requirements of the Legal Metrology Act, 2009 and Rules made thereunder. The Company voluntarily and actively informs all its dealers about any changes in product packaging through notices and circulars. It has also been running educative campaigns informing customers to operate vehicles in a more fuel efficient manner and to read the operating manual and the road safety leaflet. The leaflet enumerates good to emulate riding practices, fuel saving tips etc. in a reader - friendly and easy to understand manner. The spare parts come with a customer toll free

number, address and e-mail ID, where consumers can reach our executives with feedback, grievances and even queries regarding the products. Besides, consumers can also log on to the website of the Company and give their feedback or register complaints. In order to check the genuineness of spare parts, a Unique Part Identity (UPI) number is printed on the Maximum Retail Price (MRP) label of the spare part. The Company also runs campaigns informing customers about the same. The Company also measures customer satisfaction through its programme Hero Happiness Score.

**5. Provide the following information relating to data breaches:**

**(a) Number of instances of data breaches along with impact**

No Instances identified pertaining to data breach.

**(b) Percentage of data breaches involving personally identifiable information of customers**

No data breaches identified related to personally identifiable information of customers.