

Annexure - VII to Directors' Report to the shareholders

BUSINESS RESPONSIBILITY REPORT

[Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

Introduction

The National Guidelines on Responsible Business Conduct (NGRBC) introduced by the Ministry of Corporate Affairs (MCA) in the year 2019 replaced and revised the National Voluntary guidelines (NVG) on Social, Environmental and Economic Responsibilities of Business earlier issued by the MCA in 2011.

This report conforms to the Business Responsibility Reporting (BRR) requirement of the Securities & Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR) and the NGRBC.

The NGRBC are designed to be used by all businesses, irrespective of their ownership, size, sector, structure or location. The NGRBC also provide a useful framework for guiding companies in their operations, in addition to aligning with applicable national standards and norms governing responsible business conduct.

ANNEXURE - 1

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Name of the Company	:	TVS Motor Company Limited								
2.	Year of registration	:	1992								
3.	Corporate Identity Number (CIN) of the Company (if applicable)	:	L35921TN1992PLC022845								
4.	Corporate address, telephone, email and website	:	"Chaitanya", No.12, Khader Nawaz Khan Road, Nungambakkam, Chennai - 600 006 Tel: 044-28332115 e-mail: contactus@tvs-motor.com Website: www.tvs-motor.com								
5.	Financial Year Reported	:	2019-20								
6.	Sector(s) that the Company is engaged in (industrial activity code)	:	<table border="1"> <thead> <tr> <th>NIC Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>30911</td> <td>Motorcycles, Scooters, Mopeds</td> </tr> <tr> <td>30912</td> <td>Three-wheelers</td> </tr> <tr> <td>30913</td> <td>Parts & Accessories</td> </tr> </tbody> </table>	NIC Code	Description	30911	Motorcycles, Scooters, Mopeds	30912	Three-wheelers	30913	Parts & Accessories
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7.	List of three key products that the Company manufactures	: Manufacture of two-wheelers and three-wheelers 1. Two-Wheelers 2. Three-Wheelers 3. Parts & Accessories (Please refer to Company's website for complete list of its products)
8.	Brands (top five by respective share of market) owned and percentage of revenue contributed:	: All the products of the Company are being sold under TVS brand.
Operations:		
9.	Location of plants (in case of manufacturing businesses) :	
	a. National (Districts and states - top five by employee strength):	i) Number of national Locations: A. The Company has three manufacturing locations as under: 1. Post Box No. 4, Harita, Hosur - 635 109, Tamil Nadu, India. 2. Post Box No. 1, Byathahalli Village, Kadakola Post, Mysuru - 571 311, Karnataka, India. 3. Bhatian Village, Bharatgarh Road, Teh. Nalagarh, Solan District - 174 101, Himachal Pradesh, India. B. The Company has Area Offices across pan India. C. The sales and marketing office of the Company is situated at TVR Pride, No.383, 16 th Main, 3 rd Block, Koramangala, Bengaluru 560 034, Karnataka, India.
	b. International (Country - top three by employee strength):	ii) Number of International Locations: TVS Motor does not have any manufacturing unit outside India. However, its overseas subsidiary viz., PT TVS Motor Company Indonesia has a manufacturing facility in Karawang, Indonesia.
10.	Location of major offices (in case of service businesses) :	
	a. National (Districts and states - top five by employee strength):	Not applicable.
	b. International (Country - top three by employee strength):	
Employees:		
11.	Number of permanent employees	: 5,133
12.	Contractual employees (seasonal, non-seasonal)	: 1,360
13.	Temporary employees	: 6,234
14.	Percentage of women employees	: 6.6%
	a. On the Governance Structure	: -
	b. In top management i.e. business and function heads;	: -
Associate entities:		
15.	Name of subsidiaries / associates	: Subsidiaries 1. Sundaram Auto Components Limited, Chennai 2. TVS Housing Limited, Chennai 3. TVS Motor Services Limited, Chennai

4. TVS Credit Services Limited, Chennai
5. TVS Two-wheeler Mall Private Limited, Chennai
6. TVS Micro Finance Private Limited, Chennai
7. Harita ARC Private Limited, Chennai
8. Harita Collection Services Private Limited, Chennai
9. TVS Commodity Financial Solutions Private Limited, Chennai
10. TVS Housing Finance Private Limited, Chennai
11. TVS Motor Company (Europe) B.V., Amsterdam
12. TVS Motor (Singapore) Pte. Limited, Singapore
13. PT TVS Motor Company Indonesia, Jakarta
14. Sundaram Holding USA Inc, Delaware, USA
15. Green Hills Land Holding LLC, South Carolina, USA
16. Components Equipment Leasing LLC, South Carolina, USA
17. Sundaram - Clayton (USA) LLC, South Carolina, USA
18. Premier Land Holding LLC, South Carolina, USA

Associates

- Emerald Haven Realty Limited, Chennai.
- Ultraviolette Automotive Private Limited, Bengaluru.
- Tagbox Solutions Pvt Ltd, Bengaluru.

Associates of TVS Motor (Singapore) Pte Ltd

- Tagbox Pte Ltd, Singapore
- Predictronics Corp, USA

Subsidiaries of Emerald Haven Realty Limited:

1. Emerald Haven Projects Pvt Ltd, Chennai
2. Emerald Haven Property Development Ltd, Chennai
3. Happiness Harmony Property Developers Private Limited, Chennai
4. Emerald Haven Towers Ltd, Chennai
5. Emerald Haven Development Ltd, Chennai
6. Emerald Haven Life Spaces (Radial Road) Ltd, Chennai
7. Emerald Haven Realty Developers (Paraniputhur) Pvt Ltd, Chennai
8. Emerald Haven Town & Country Pvt Ltd, Chennai

16. Details of Trust/Society/Section 8 company to further its CSR agenda:

- a. Name;
- b. Organization form (Trust, Society, Company) and year of establishment;
- c. Main objects/purpose;

Srinivasan Services Trust

Established in 1996

Main objects:

- i. Eradicating hunger, poverty, promoting preventive healthcare and sanitation and making available safe drinking water;
- ii. Promotion of education, including special education and employment, enhancing vocation skills especially among children, women and livelihood enhancement projects;
- iii. Promoting gender equality, empowering women and measures for reducing inequalities faced by socially and economically backward groups;
- iv. Ensuring environment sustainability, ecological balance, animal welfare, agroforestry, conservation of natural resources and maintain quality of soil, air and water;
- v. Rural development projects

- d. Amounts and sources of funds received in the reporting year : Donations received from various entities.
17. Contact details of Nodal Officer for this report (name, designation, email id, phone number). : Mr K S Srinivasan
Company Secretary & Nodal Officer
kss@scl.co.in
044-28332115

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 Principles and Core Elements.

- P1 Businesses should conduct and govern themselves with integrity, and in a manner 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 to all its stakeholders.
- P5 Businesses should respect and promote human rights.
- P6 Businesses should respect and make efforts to protect and 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 customers in a responsible manner.

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Policy and management processes

1.	Names of the policy / policies that covers each Principle	The Company has in place the following policies in line with the NGRBC: 1. Code of Business Conduct and Ethics 2. Whistle Blower 3. Related Party Transaction 4. Corporate Social Responsibility 5. Code of fair disclosure 6. Code of conduct to regulate, monitor and report trading by insiders 7. Quality and environment policies relating to safe and sustainable products 8. Health and safety								
2.	Core Elements related to the Principle that the policy/ policies cover	All the core elements are stated in the policies								
3.	Policy / policies relating to each principle that has been translated into guidelines and procedures	Y	Y	Y	Y	Y	Y	-	Y	Y
4.	Extent to which manpower, planning and financial resources have been allocated for the implementation of the policy / policies relating to each Principle	Y	Y	Y	Y	Y	Y	-	Y	Y
5.	National and International codes and standards adopted mapped to various Principles	Y	Y	Y	Y	Y	Y (ISO 14001: 2015)	-	Y	Y
		All the policies of the Company are in compliance with the national/ international standards wherever applicable								

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Governance, leadership and oversight

6.	Names of the above policies that have been approved by the Board/top management	<p>The following policies/ codes have been approved by the board:</p> <ol style="list-style-type: none"> 1. Code of Business Conduct and Ethics 2. Whistle Blower 3. Related Party Transaction 4. Corporate Social Responsibility 5. Code of fair disclosure 6. Code of conduct to regulate, monitor and report trading by insiders <p>Other operational / internal policies are approved by the management.</p>								
7.	Name of the specified committee(s) of the Board/ Director/Officer and processes to oversee the implementation of the policy/ policies	<p>Audit committee and Board oversees the implementation of various policies / Codes as required under the legal framework in force from time to time.</p> <p>CSR committee oversees the implementation of CSR activities by the Company.</p> <p>All the policies and their implementation are being reviewed at regular intervals by the board.</p>								
8.	The process for board/ top management to review performance against the above policies and incorporating inputs	<p>An Independent Consultant has been engaged to ensure compliance of all laws including these polices at periodic intervals in conformity with the best national / international standards and to align with the latest amendments introduced by various regulatory authorities.</p>								
9.	Process for board/ top management to review compliance with statutory requirements of relevance to the Principles and rectify any non-compliances.	<p>The report on Company's conduct of its businesses is presented to the Board for its review and further improvement of its standards.</p>								
10.	Frequency of the reviews of the business's alignment with the Principles and Core Elements conducted by the board/ top management	<p>The board on a continuous basis reviews the businesses alignment with the principles and core elements.</p>								

Stakeholder Engagement

11.	Description of the process to identify your business's key stakeholders	<p>The Company is aware of the fact that not all stakeholders have a direct business engagement with it. However Company has identified eight stakeholder groups:</p> <ol style="list-style-type: none"> 1. Suppliers, Transporters, Service Providers, Industry Bodies 2. Shareholders & Investors 3. Regulatory Bodies 4. Policy Makers 5. Customers 6. Dealers 7. Employees, Trade Union 8. Local Community 								
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S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
12.	Description of the process to engage with your stakeholders on the Principles	The Company continuously expands its proactive engagement with the stakeholder groups. The Company also recognizes that stakeholder engagement is an integral part of partnership building and aims to institutionalize a structured approach through a formal process in the future.								
13.	Description of the processes to identify groups that are vulnerable and marginalized stakeholders.	The Company identifies marginalized and disadvantaged groups through need assessment in all the villages where it works by engaging with the local communities.								
14.	Description of the processes to identify issues related to inclusion and impact of adopting the Principles on vulnerable and marginalized stakeholders.	The Company continuously strives to achieve total inclusiveness by encouraging people from all sections of the community irrespective of caste, creed or religion to benefit from its CSR initiatives which would also be focused around communities that reside in the proximity of the Company's various manufacturing locations in the country.								

Communication

15.	Description of process to communicate to stakeholders, the impact of your policies, procedures, decisions and performance that impact them.	The Company proactively engages with stakeholders formally and informally to: Share information, discuss the Company's sustainability priorities, programs and performance and determine opportunities to collaborate towards common goals.								
16.	Description of how the business communicates the results of stakeholder engagement in the public domain	The Company communicates the performance against the Guidelines to the stakeholder through its website, stakeholder interactions, BRR and Annual Report.								
17.	Description of the process of communicating performance against these Guidelines to relevant stakeholders	The Company believes in listening to the viewpoints of its stakeholders and addressing them on priority. The Company values the inputs received from the engagement process and these engagements help to identify material aspects. The progress on the material aspects are communicated in Annual Report, BRR and on websites at periodic intervals.								
18.	Note on how disclosures and reporting helped in improving business performance / strategy	Such measures help the Company to identify stakeholder expectations and to design its sustainability strategy to balance the different stakeholder needs and expectations.								

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 Company has not understood the Principles	-	-	-	-	-	-	-	-	-
The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified Principles	-	-	-	-	-	-	-	-	-
The Company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
It is planned to be done within next 12 months	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	P7 - the Company through the various industrial forums endeavors to promote growth and technological process, economic reforms, inclusive development policies and sustainable business principles. Therefore there is no need for such policy.								

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER ETHICAL, TRANSPARENT AND ACCOUNTABLE.

Essential Indicators:

1. Month /year of last review by Governance Structure / top management of performance of the business across the Principles and Core Elements of the Guidelines:

January 2018.

Company's current and future organization structure of senior level employees was reviewed by the Nomination and Remuneration Committee for delivery of good quality products.

2. Percentage Coverage of leadership team by awareness programmes on the Guidelines:

a. **In reporting year :** 100 % of the functional heads are covered by awareness programmes on the Guidelines at all times.

b. **Total to date :** 100 %

3. Percentage of suppliers and distributors (by value), in the year:

a. Covered by awareness programmes for the Guidelines - 100 % of the suppliers

b. Had responsible / sustainable business policies in place? - 100 %

4. Number of meetings/ dialogues with minority shareholders that were organized in the year:

Nil

5. Number of complaints received on any aspect of the NGRBC in the year from:

a. Shareholders/investors – Nil

b. Lenders – Nil

6. Number of the above complaints pending resolution at close of year:

Not Applicable

7. Value of non-disputed fines/ penalties imposed on your business by regulatory and judicial institutions in the year?

Nil

8. Number of complaints/ cases of corruption and conflicts of interest that were registered in the year?

Nil

9. Details of unmet obligations (fiscal, social, etc.) arising out of any benefits or concessions provided by the central, state, or local governments:

Nil

Leadership Indicators:

1. Percentage coverage of all employees by awareness programmes for the Guidelines:

a. In reporting year - 100 % of the functional heads

b. Total to date - 100%

The reporting under the guidelines are ensured by the functional heads and the awareness programme for the guidelines was conducted to the said functional heads.

2. Percentage of suppliers and distributors (by value) covered by social and environmental audits:

a. In reporting year - 10

b. Total to date - 29 (last 3 years)

3. Was report on responsible business conduct made, in the year:

a. **As per mandatory / global reporting frameworks** - The Company follows Global Reporting Standards (GRI).

4. Percentage of total raw material consumed in the year (by value) that consisted of material that was recycled or reused) (a.<5% ; b. between 5%& 25%, c. > 25%):

It is <5%.

Recycled PP are used for the non-critical plastic parts and recycled chip board for 3W seat base.

5. Describe the process in place to safely collect, reuse, recycle and dispose of your products at end-of- life:

- The Company's products are beyond 90% reusable, recyclable, recoverable (cumulative).
- Recyclability symbol marking done on the plastic parts (more than 100g component) for easy identification during recycling.
- The Company restricts usage of restricted hazardous chemicals in the components. An internal standard is created considering various national and international laws on hazardous substance. Hence, during recycling, the hazardous substances will not enter into air, water and soil.
- On the battery, recycling symbol is marked. At the end-of-life, these batteries will reach recyclers through our dealers and channel partners.

Leadership Indicators:

1. For goods and services that incorporated environmental and social concerns, give details of:

a. Resource use (energy, water, raw material) per unit produced in the year:

Resource use per unit produced in the year:

- Energy: 0.19 GJ/Vehicle
- Water: 0.20 KL/Vehicle
- Material -
 - Ferrous Metals : 67 kg/Vehicle
 - Non-Ferrous Metals : 21 kg/Vehicle
 - Non-Metals : 17 kg/Vehicle
 - Paint : 1.53 kg/vehicle

b. Reduction in resource use covering sourcing, production and distribution in the year:

Reduction in resource use:

- Sourcing: 3% of reduction through value engineering
- Production:
 - Paint resource saving 945 MT.
 - Introduction of Robot paint application, implementation of hybrid paint, elimination of primer application, optimization of process parameters, operator's skill enhancement through virtual trainings and reduction of rework.
- Distribution:
 - 1) Optimised route for trucks from plants and Authorised Ware Houses to dealers - 4,65,063 litres fuel saved per annum.
 - 2) Increased utilisation of trucks carrying FG vehicles - 31,644 litres fuel saved from December 2019 to March 2020.
 - 3) Value addition and Value Engineering (VAVE) in vehicle packing cover - reduced plastic consumption - 973 tonnes per annum.

c. Sustainability standards/ codes/ labels adhered to:

Following Sustainability Standards / codes / labels adhered:

- 1) Labels related to emission standards
- 2) Recyclability symbol on the Plastic and Rubber parts as per ISO 11469

- 3) Battery disposal instructions
- 4) RoHS compliance on the premium product
- 5) Reusability, Recyclability and Recoverability (RRR) rate values calculation (Average 94%) as per ISO 22628
- 6) International standards for hazardous chemicals restriction (AIS129, Directives 20011/65/EC, EC 1907/2006, 2000/53/EC).
- 7) Compliance to Central Motor Vehicles Rules (1989), Applicable Automotive Industry Standards (AIS), Bureau of Indian Standards (BIS), International standards for raw material.

d. Product life cycle assessment completed

Life Cycle Assessment (LCA) studies were completed considering raw material extraction, manufacturing, assembly, logistics, use phase and final disposal in the following products- RR 310; Apache 200 and Jupiter.

2. Information on the impacts of your products across the value chain communicated to:

a. To which stakeholder groups?

Customers, Dealers, Suppliers, Internal stakeholders (employees), Local Communities, Recyclers, Certifying agency, Government bodies, Investors and shareholders, Trade Unions.

b. By which channels for each group?

1. Customers -
User manual, service manual, social media, mobile applications, Company website, labels on the product.
2. Dealers -
Information passed through training, Service Manual, Newsletters, General body meeting.
3. Suppliers -
Design documents, Internal Standards, E-business portal, personal interaction, site visit, E-communication.
4. Employees -
Internal Standards, Homologation requirements, training, Employee survey, Company general meetings, Quarterly magazines, Acts/Laws/Rules laid by Government of India
5. Recyclers -
Recycling symbol marked on the parts.
6. Certifying Agencies & Government bodies -
Test reports, Compliance reports.
7. Investors -
Annual Reports, Investor meets, Media releases, Company website
8. Local Communities -
Through CSR activities

c. At what frequency?

Annually, quarterly, monthly and need based.

3. Provide examples (up to three) on how the feedback received from stakeholders is used for improvements:

- The Company has strong team which gathers information through market survey, customer research, etc. It has developed its own methodology for this purpose. The Company incorporates these inputs to design & development of new products and also to upgrade the existing products.
- BS-VI regulations -
The Company has complied with BS-VI regulation ahead of time.

- Fuel Economy -

The Company optimizes various performance parameters to achieve higher fuel economy of the vehicles. This helps in reduction of consumption of gasoline during use phase. With the help of EFI technology, there is an increase in fuel economy up to 10% across products.

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

Essential Indicators:

1. Complaints received on cases arising out of discrimination and Number of complaints received in the year :

The Company follows clear code of conduct and the same is communicated to every employee.

It clearly states that the Company is an equal opportunity employer and prohibit any kind of discrimination/ favouritism on the basis of gender / region / religion / race / caste / colour any abide by laws of the country.

During 2019-20 the Company has not received any complaints relating to discrimination.

2. Number of the above complaints pending resolution at end of the year:

Not applicable since during the year 2019-20, the Company has not received any complaints relating to discrimination.

3. Percentage of permanent employees who are members of the employee association(s) recognized by the management:

100% of permanent employees are members of TVS Motor's Employees Union affiliated to INTUC.

4. Percentage of your establishments / value chain that has been audited in the year for - a. Child labour; b. Forced/ involuntary labour:

As a part of Internal audit, this particular aspect is scheduled and covered during the audit process. Audits are conducted in all locations of the Company.

5. Number of cases of child labour in your establishments/ value chains identified to date - a. Resolved; b. Pending resolution:

There are no cases of child labour.

6. Number of cases of forced / involuntary labour identified to date - a. Resolved; b. Pending resolution :

No cases reported.

7. Percentage of your employees that were paid above the legal minimum wage in the last year:

100%. Majority of employees are above the legal minimum wage limit as agreed through long-term wage settlements for our Workforce and market/industry benchmark for Executives and Managers.

Stipends for trainees are fixed above legal minimum wage limit through attracting talent from campus/ market.

8. Ratio of the highest salary paid to the lowest salary paid amongst your permanent employees:

Refer Annexure V to the Directors Report for the year 2019-20.

9. Number of cases of delay in payment of wages during the year - a. Resolved; b. Pending resolution:

NIL. Wages for employees are paid on or before last working day of the month. Stipend for trainees is paid on or before 7th day of every month.

Wages for contract workforce is ensured to be paid through Service providers on or before 7th day of every month.

10. Number of complaints related to harassment to date - a. Resolved; b. Pending resolution:

The Internal Committee (IC) meets regularly towards reviewing issues raised and solved on harassment. It also submits its annual report as stipulated by the POSH Rules.

The Company has not received any complaints relating to harassment till date.

11. Percentage of employees (all categories) trained on health and safety issues and measures - a. In the year; b. Total to date:

100% of new recruits in all categories including Workforce, Executives and Managers undergo health and safety orientation before being deployed.

100% of contract workforce is also provided health and safety orientation periodically.

In addition, regular and scheduled role-based, process-based health and safety programmes are conducted for employees.

As a special drive, over 10,000 personnel in the Company's value chain covering Employees, Employee families, Suppliers and Service Providers were trained on road safety awareness.

Towards health and wellness, walker's club was launched with active response from all employees and six events of about 10 kilometers walkathon/ trekking were conducted.

12. Percentage of employees provided training and skill upgradation - a. In the year; b. Total to date:

In-house developed role based online learning management system is available towards identifying training needs for every employee as a part of annual planning process for their current and next role competency requirement.

Training programmes are scheduled and employees are encouraged to upgrade themselves by getting certified through online/classroom training.

TVS Institute for Quality and Leadership, a Globally Certified Corporate University has been established to provide powerful learning solutions and an environment to evolve people, culture, strategy, processes and eco-system towards sustained global leadership of TVSM and group companies.

Leadership Indicators:

1. Categories of employees (list up to three) supported by affirmative action, and has there been any change from the previous year:

Workforce, Executives and Managers are the three categories of employees.

Continuous efforts are made towards affirmative actions as and when opportunities arise for recruitment/ engagement of Workforce, Executive and Managers.

During 2019-20, towards improving gender diversity, a team of women workforce trainees have been engaged on rolls at Nalagarh plant while at other locations, it is about 10%.

2. Percentage of non-permanent employees that are linked to any standing platform/ association:

For 100% of non-permanent employees, the Company has different platforms as mentioned below:

a. Trainees/Temporary workforce-Contact programmes are scheduled and conducted periodically to feel the pulse on Things Going Right (TGR) and take action on Things Going Wrong (TGW).

b. Contract workforce- Apart from periodic connect programme, annual 'Partners in Progress Meet' is leveraged to obtain feedback and take correction and corrective actions.

3. Percentage of children identified as employed in your establishments / value chain that have been remediated - a. In reporting year; b. Total to date :

No cases of child labour.

As a system lock, hiring process allows only adults aged 18 years and above.

As a part of daily management, entry into the premises is restricted only for persons 18 years and above.

With all our Supplier and Service provider, this requirement is one of the clauses in all our Business agreements mentioned and enforced.

4. Percentage of forced/ involuntary labour identified in your establishments / supply remediated - a. In reporting year; b. Total to date:

NIL.

Engagement of Employees, Suppliers and Service Providers is through contract of employment and agreement which contains the clause for separation by giving notice on either side.

5. Examples of steps taken (up to three) to prevent adverse consequences to the complainant in the case of harassment cases:

As mentioned in Code of Conduct, all complaints, enquiries and investigations are treated with confidentiality and the protection to whistle blower is also assured.

Needless to mention, any attempts to intimidate the whistle blower is also treated as violation of Code of Conduct and communicated to all employees.

Information revealed by the committee is strictly on a need to know basis. The process followed is with Principles of Natural Justice, maintaining anonymity of the employee.

6. Percentage of supply chain partners (by value) that were assessed for adherence to health and safety practices:

100% of the suppliers and service providers.

7. Describe the work-life balance issues (up to three) that were brought up by employees:

- a. No access to personal mobile phone for Executives during work-hours unless authorized by the Company.
- b. Difficult to have sustainable work-life balance for Executives and Managers due to alternate Saturday working pattern.
- c. With plant located off-highway, difficulty to reach the nearest public transportation access point.

8. Examples (up to three) of identified work-life balance topics that have been implemented:

- a. Mobile phone policy has been revised to facilitate Executives to bring non-camera mobiles to factories.
- b. Five-day work pattern has been introduced for Executives and Managers towards facilitating sustainable work-life balance and peruse their interests and passion.
- c. Shuttle bus services have been introduced to facilitate transportation to the nearest public transportation access point. This facility is available for all employee including our Suppliers and Service providers.

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

Essential Indicators:

1. List stakeholder groups that have been identified as key to your business:

Customers, Dealers, Employees, Policy Makers, Government, Regulatory bodies, Shareholders, Investors, Suppliers, Trade Union, Media and Local Community.

2. Positions / departments / functions responsible for engagement with each stakeholder category identified above?

- Customers & Dealers: Marketing, Sales & Service
- Community: CSR wing
- Policy Makers, Government, Trade union and Employees: Human Resource Development
- Suppliers: Central Purchase (CP), Central Procurement Group(OPN), Supplier Quality team (QAD)

- Media: Corporate Communication Department
- Investors: Finance and Secretarial Department

3. Number of stakeholder groups that were formally engaged on environment and social issues in the last year:

Four stakeholder groups were formally engaged on environment and social issues.

In addition, 'Sustainability Conference' was launched involving key stakeholders viz., Policy makers, Research organizations, Environmental experts, Suppliers, Dealers, Service providers and Group company representatives.

200 members participated creating awareness and commitment on sustainable development.

4. Percentage of input material and services (by value), in the year, that were procured from local and small vendors / producers:

92% of the input is sourced from local vendors (within India)

8% of the input is sourced from MSME suppliers.

Leadership Indicators:

1. Frequency of engagement with each stakeholder group:

Daily, Weekly, Monthly, Quarterly, Yearly- Based on the needs and Key Performance Indicators (KPI) review schedules.

2. Examples (up to three) of how the business has incorporated inputs from stakeholders:

As explained in Principle No.2, Leadership Indicator, Question No.3.

- The lockdown on account of the CoVID pandemic affected all our channel partners including dealers and put significant pressure on their working capital. Taking a cognizance of their concern, the Company announced a slew of measures to assist such dealers which included waiver of interest on their outstanding amount. This initiative was appreciated by them.
- While the Company requires the suppliers to perform well on the quality, cost and delivery metrics, suppliers had concern about the ways and means of support that would come from the Company in terms of constant communication. Based on the supplier requirements, a web portal called <https://tradewithtvs.com> is run by the Company and actively used for sharing Quality & Delivery performance and payment status to supplier. This is a live information sharing portal enabling all stakeholders to have constant communication with suppliers.
- To address the concerns of employees during the CoVID 19 pandemic lockdown period an app was developed by the Company's IT team. Through this app, the employees were given an access to update their emergency requirements (medical attention, cash requirements and certain essential goods) on a daily basis which were handled appropriately by the CoVID committee members.

3. List of the vulnerable and marginalized groups in each stakeholder group :

Community - villagers and economically deprived children and woman.

4. Examples of decisions and actions taken by the business to address the interests of vulnerable / marginalized groups :

- Company has taken initiatives under CSR focusing on key areas of Economic Development, Health, Education, Infrastructure, Environment and Social & Cultural Development.
- The Company distributed 1 million masks during CoVID crisis.
- 6,500 meals packet per day were distributed to poor & needy / BPL / medical staff / Police from day 1 of lockdown.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators:

- 1. Percentage of employees that have been provided training on human rights issues - a. In the year; b. Total to date:**

The Company has put in place a Code of Conduct that covers Human rights issues and is applicable to all employees to adhere and uphold the standards contained therein.

E-module has been developed and deployed.

- 2. Employee categories that are covered by the human rights policies of the business - Permanent/ Contract/ Casual**

All categories of employees viz., Permanent / Contract & Casual are covered by the Human Rights Policies.

- 3. Number of business agreements and contracts with third party partners that were reviewed in the year, to avoid complicity with adverse human rights impact in the previous year:**

100% of business agreements are reviewed so as to ensure protection of Human Rights.

- 4. Stakeholders groups governed by the grievance committee for human rights issues:**

The grievance committee meets periodically to review complaints raised if any through e-mail id provided or otherwise from any of its stakeholder groups viz., employees, visitors, suppliers, service providers etc.

- 5. Number of stakeholders that reported human rights related grievances and/or complaints - a. Received in the year; b. Pending resolution:**

Nil

Leadership Indicators:

- 1. Percentage of contractual employees and value chain partners that have been made aware / provided training on human rights issues - a. In the year; b. Total to date:**

Contract workforce are engaged through professional service providers.

Contract agreements contain compliance to all statutory labour laws including POSH.

Service providers and contract workforce are periodically provided with orientation on human rights aspects.

- 2. External stakeholder groups and representatives that are covered by the human rights policies of the business:**

All contract agreement with stakeholders have clauses pertaining to Industrial & labour laws compliance, which takes care of human rights.

A separate Human Rights Policy is being drafted.

- 3. Stakeholder groups that have been made aware of the grievance mechanisms for human rights issues - a. During the year; b. Total to date:**

100% of stakeholders have been made aware of the grievance mechanism for any issues including human rights with clear redressal process.

ethics@tvsmotor.com is an exclusive email id created for this purpose.

In addition, following programmes enable picking up early warning signals and taking action closer to the source of occurrence.

- Employee Contact Program - Monthly
- Employee Address - Monthly
- Open Door Policy
- Plant Committee Meeting - Monthly
- Workers participation through various committees which meet periodically / monthly
- Need based meetings with Union

4. List (up to three) corrective actions taken to eliminate complicity with adverse human rights impact in the last year.

Nil

5. Provide (up to two) examples of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.

Not Applicable.

6. Provide details of the scope and coverage of any human rights due-diligence conducted during the year.

Nil

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

Essential Indicators:

1. Material risks of potential or actual adverse impact upon the environment and communities by the business:

a. Identified in the year:

The Company has identified hazardous chemicals that pose risk to the environment as well as to the society.

- Restriction of Hazardous Substances (RoHS) Directive - 2011/65/EU - Identified in FY 2018-19
- Persistent Organic Pollutants (POPs) - Identified in the FY 2018-19.

b. Mitigation and adaptation measures put in place for the above environmental risks:

The Company has created internal material standard that lists all the prohibited and declarable substances. This internal standard is shared with our designers and suppliers, and they are trained. Declaration from the suppliers are received for the same.

Resource conservation:

- With the advanced simulation tools, product designs are optimized and continuously pursued to reduce the weight of the components. As mentioned in the Principle 2, about 2.5 kg is reduced overall per Jupiter vehicle. Similar trends are seen across other products as well.
- The Company optimize various performance parameters to achieve higher fuel economy of the vehicles. This helps in reduction of consumption of gasoline during use phase. With the help of EFI technology, there is an increase in fuel economy up to 10% across products.

2. Good practices (up to three) in reduction, recycling, and reuse initiatives that contributed to lowering the adverse environmental footprint of your business activities:

- Considering life cycle of the vehicle, the highest impact of the vehicle is during its "use phase" and it is ~90% of total emissions. Tailpipe emissions are drastically reduced like CO up to 80%, HC up to 93% and NOx up to 94%.
- Usage of recycled content in the plastics parts (5%, 10%, 15%, 20%) and 100% recycled material.
- In 3-Wheeler manufacturing plant, the Company has installed "used engine oil" recycling unit. In this unit, the engine oil drained prior to dispatch is recycled and reused. The estimated CO₂ emission reduction is about 700 tonnes.
- Painting is eliminated in 8 parts across products resulting in resource conservation and Volatile Organic Compound (VOC) emission reduction.

3. Examples of any collective action by your business with other businesses / NGOs / government agencies / international partners / development institutions undertaken to address any of the environmental risks opportunities identified above:

The Company has been collaborating with various stakeholders and taking collective actions towards addressing environmental risks and opportunities.

For example Campaigns conducted jointly by the Company with neighbouring industries towards creating awareness to neighbouring communities on the risks of using 'one-time use and throwaway plastics'. Subsequently, one-time use plastics clean-up drive was taken-up jointly with them around 10km radius of Hosur plant.

Similarly, collaborated with Tamil Nadu Pollution Control Board and installed a permanent display board at Krishnagiri Toll Plaza for creating awareness on banned single-use plastic items.

The Company has also supported Tamil Nadu Pollution Control Board for one-time clearance of hazardous wastes.

The Company is collaborating with water treatment solution providers to develop recycling schemes for the wastewater generated at the Company's service stations.

The Company hosted a conference on **"Sustainability in Manufacturing Supply Chain 2020"** with the envisionment - Articulating long-term sustainability goals and evolving the strategies by learning & sharing of best practices to realize stakeholder value through optimization of economic, environment and social bottom-line.

Policy makers, research organizations, environmental experts and other corporate experts shared their learnings in the conference. Suppliers, group company representatives and dealers have participated in this conference.

The Company will be coming out with a white paper on this conference with clear long term targets and actions on sustainability.

4. Details of any adverse orders in respect of any show cause / legal notices from CPCB/ NGT/ SPCB received during the year:

Nil

Leadership Indicators:

1. Information on environmental impact assessments undertaken in the year:

- a. **Have the results been communicated in the public domain.**
- b. **Provide details of any actions taken to mitigate any negative social impacts.**

Necessity for Environment impact assessment did not arise.

2. Risk management strategies and measures for each material environmental risk identified for the business:

a. Details of measures:

Risk Management Strategies:

Hazardous chemical elimination:

- The Company has created standard that contains list of hazardous chemicals. This list is shared internally and to the suppliers for compliance.
- Replacement of hexavalent chromium passivation with trivalent chromium passivation in the products.
- Also, the Company is in the process of finding alternatives to chromium passivation called CNM (Chrome no more) coating for decorative parts.

Reduction of CO₂ emissions:

The Company's policy and actions are principally aimed to reduce CO₂ emission intensity. Following are the major steps:

- Reduced to 38,500 tonnes CO₂ through material weight reduction in FY 2019-20.

- Reduced about 30,000 tonnes CO₂ through fuel economy increase in FY 2019-20.
- CO₂ reduction through alternate fuels- launched Apache 200 4V E100 that runs only on Ethanol.
- CO₂ reduction through electric vehicles which has zero tailpipe emissions, launched in FY2019-20.

b. Targets and achievement values:

S.No	Risk	Target	Achievement
1.	Rapid change towards low emission and alternate fuel vehicles.	On-time implementation of BS-VI	Tailpipe emission which is better than BS VI requirements have been achieved in products. We are also ready with alternate fuel platform including EV and Ethanol.
2.	Climate change risk arising from Green House Gas (GHG) Emissions from product and manufacturing processes.	Target is to achieve 50% energy from renewable sources.	76% renewable energy achieved.
		Improve fuel efficiency and reduce tailpipe emissions.	Tailpipe emissions are drastically reduced.
		Increased utilisation of trucks carrying FG vehicles	31,644 litres fuel saved from December 2019 to March 2020.
3.	Ground water depletion and deteriorated ground water quality.	Adopting advanced treatment process viz., Membrane Bioreactor (MBR) towards achieving the quality suitable for RO recycling.	MBR based treatment process is implemented in Hosur plant. A fully automated Supervisory Control and Data Acquisition (SCADA) controlled treatment scheme is implemented in Mysore plant.
		50% recycling and reuse of process water in Nalagarh plant.	RO recycling plant to recover 50% process waste water is installed in Nalagarh plant.
		Implementation of 500 Kilo Litres per Day MBR based treatment plant for surface water to minimise the use of ground water.	A fully automatic MBR based water treatment plant to treat surface water to meet the requirement of potable water quality is installed.
		100% harvesting of rain water.	All the Company's manufacturing locations have percolation ponds / farm ponds to collect and recharge ground water.

3. Details of your specific contribution to India's Nationally determined Contributions (submitted at UNFCCC COP21 in 2015):

The Company has a policy that addresses combating "Climate Change" by improving energy efficiency and use of renewable energy.

The Company's Energy Management System has already made significant progress towards improving energy efficiency. The Company covers most of its electricity consumption with renewable energies and is 76% during FY 2019-20. The Company has its own plants for the production of electricity from renewable energies. The Company also has an electricity supply contract from renewable energy suppliers.

The Company record the emissions according to GHG Protocol. 68% reduction in GHG Emissions Intensity compared to FY 2011-12.

4. New businesses - products - services created to address the material environmental risks identified:

The Company launched iQube, an electric two-wheeler vehicle which has zero tailpipe emissions during 2019-20.

a. Information on businesses created:

Electric vehicles are introduced in the market during FY2019-20. These have zero tailpipe. Ethanol compatible vehicles are launched to reduce the emissions from the fossil fuel.

b. Percentage of revenue contributed by these:

Revenue yet to be realized.

5. Details of good practices cited in reduction, recycling, and reuse initiatives benchmarked against industry best practice:

- The Company's products are beyond 90% reusable, recyclable, recoverable (cumulative).
- The Company has adopted 4R principle of Refuse, Reduce, Recycle & Reuse towards water conservation initiatives. The Company has also advanced technologies in waste water treatment to facilitate RO recycling. The Company's specific water consumption has reduced by about 20% in last 5 years.
- The Company has implemented Volatile Organic Compound abatement in paint baking oven through Regenerative Thermal Oxidiser (RTO). The waste heat from RTO is recovered and reused.
- The chemical sludge from waste water treatment plant and paint sludge generated from paint application are used for co-processing in cement industry.
- The Company also use solar energy for pre-heating of air used in paint baking oven.
- The Company refine and pressurize biogas generated from used food before it is used in the kitchen.

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. Review public policy advocacy positions by the governance structure for consistency with Principles of these Guidelines a. Frequency; b. Month/ year of last review:

The Company works closely with leading Industry Associations and Chambers of Commerce at International, National, State and Local levels to advocate and pursue various causes that are in the larger interests of industry, economy, society and the public.

From time-to-time these have been in areas such as economic reforms, corporate governance and transparency, affirmative action, education and skill development, women empowerment.

The Company has a separate wing, viz., Srinivasan Services Trust (SST), which:

- Works with Government education departments and local panchayats to improve education;
- Introduces new income generation activities, increase in agriculture and better Livestock management;
- Coordinates between local bodies, government and community to maintain a clean environment;
- Provides easy access to Primary Healthcare and adoption of proper sanitation, hygiene and nutrition;
- Supports government bodies in developing infrastructure such as roads, drinking water facilities and more; and
- Women empowerment through supporting self-help groups (SHGs) involved in income generation activities to market their products.

2. Names of trade and industry chambers and associations that you are a member/affiliate of:

The Company is member of :

- Confederation of Indian Industry (CII);
- Society of Indian Automobile Manufacturers (SIAM)
- Automotive Research Association of India (ARAI)
- SIAM - HCG (Human Capital Group)

TVS MOTOR COMPANY LIMITED

- Bangalore Chamber of Commerce
- Employee Federation of India
- Indo Japanese Chamber of Commerce and Industry
- National Safety Council

3. Details of any adverse orders received from regulatory authorities for anti-competitive conduct by your business:

Nil

4. Monetary contributions (if any) that have been made to political parties:

₹ 6 Crore.

Leadership Indicators:

1. The public policy positions available in the public domain:

Skill Development:

The Company has tied up with 21 Vocational training centres and through a 3 months training course where 332 technicians were trained. Out of 332 technicians, 180 technicians had completed 3 months "On the Job Training" (OJT) at Company's Dealerships. Out of which 104 Technicians were placed in Company's Dealer workshops.

Details of any new tie up is published in local newspapers:

The institutes also distribute fliers and leaflets to nearby areas, cities and towns regarding the admission of batches.

2. Examples (up to three) of any policy changes in the past year as a result of your advocacy efforts:

The Company through SIAM facilitated for release of draft guideline notification for setting up authorization and operation of Authorized Vehicles Scrapping Facility (AVSF) with inputs from Automotive Industry Standard AIS-129 (End life of vehicles).

3. Details of corrective action for anti-competitive conduct, taken by the business based on adverse orders from regulatory authorities:

Not Applicable.

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators:

1. Social impact assessments of your business operations conducted:

a. Number completed in the year?

The Company carries out its welfare and CSR activities through Srinivasan Services Trust (SST), the CSR arm of the Company and also through other implementing agencies.

SST's intervention under CSR are mainly confined to individual and household level, the measure on the impact are regularly made at village level internally through few indicators such as:

- Increase in community involvement on SST initiatives in villages as equal partner in the process of change.
- Increase in the delivery of existing government schemes and programs in villages which enable a win-win situation for people and government officials.
- Increase in the level of ownership by community towards sustainability of development created in villages through community based organizations.

b. Number conducted by an independent external agency.

No social impact assessment was done by external agencies in this year.

Development of Social impact assessment matrix by an external agency is under progress in SST.

2. Examples of products, technologies, processes or programmes (up to three) that contribute to the benefit of the vulnerable and marginalized sections of society:

- Facilitating formation of Self Help Groups (SHG) among rural women.
- Facilitating SHGs to avail credit facilities from banks
- Enabling farmers to utilize the benefit of Agriculture schemes announced by the Government.
- Undertaking infrastructure repair works for balwadis, school, health centre, water supply and water storage structures.
- Conducting adult literacy programs among village women folk.
- Encouraging farmers to adopt good agricultural practices for increasing yield.

3. With respect to projects during the year for which Re-settlement and Re-habilitation (R&R) is applicable - a. Number of persons that were affected / displaced by these projects ; b Gross amount paid out to project-affected and displaced persons:

Not applicable.

4. Details of investments (top three by value) in regions which are underdeveloped:

To implement the CSR activities the working areas are categorised into clusters based on geographical division. The top three invested clusters during this year includes:

1. Thirukurugudi, Tamil Nadu - ₹ 151.85 lakhs
2. Hosur, Tamil Nadu - ₹ 117.58 lakhs
3. Padavedu, Tamil Nadu - ₹ 94.10 lakhs

5. Examples of goods and services (up to three) that incorporate local traditional knowledge:

The resource and skills available with the Company and employees are transformed to community for making better quality produce such as:

- Systematic way of honey collection without disturbing the bees and honey combs.
- Concerting waste banana bark into value added product.
- Concerting palm leaf into handicraft product.
- Making of eco-friendly bags from jute.

Similarly the products produced by the community on good quality and enhanced quantity are utilized by Company in canteens and by employees.

6. Summary of the key themes covered by CSR initiatives (as per Section 135 of Companies Act, 2013) or linked to the CSR Policy of the business:

- The Company CSR initiatives towards developing a conduit between the government and local communities, enabling people to access various government schemes and benefits.
- The attempt is to make people independent and drivers of change themselves. The idea is to eventually convert individual beneficiaries into community leaders, who in turn motivate and guide others to bring about social and economic transformation of communities.
- Development of rural communities requires a holistic approach where different aspects in an individual's life need to be addressed.
- The economic well-being, education, social empowerment, health of the community and clean environment are all interrelated. Improvement of any one parameter often results in a commensurate improvement in others.

Leadership Indicators:

1. With respect to these social impact assessments

a. Results made available in the public domain:

The results of social impact assessments of SST is made available in its Website: www.tvssst.org.

b. Details of any actions taken to mitigate any negative social impact:

No such negative social impact noticed. SST has in house planning, implementation and monitoring team, which review the project activities in various locations at periodic intervals. The CSR team are flexible to take forward the learning at every stage of the project and do course corrective measures.

2. Numbers benefitting from such beneficial products, technologies or processes:

- 485 women SHG formed with 6950 members.
- ₹ 15.68 Cr received as loan by women SHG members from banks.
- ₹ 25 Cr worth of government schemes availed by farmers in our working villages.
- 204 infrastructure works repaired / improved.
- 526 families got direct benefit through WADI plantation.
- 1580 illiterate women motivated to undergo literacy classes.
- No. of Farmers enabled to undertake soil fertility measures: 2300
- No. of Farmers enabled to undertake soil & water conservation measures: 750
- No. of Farmers enabled to undertake crop protection measures: 900

3. With respect to projects during the year for which R&R is applicable - a. Was the R&R package developed in consultation with project-affected people; b. Information on gross amounts, made available in the public domain:

Not applicable.

4. Channels/ platforms used to communicate Information regarding resolution of grievances / complaints from communities:

CSR team members lives in villages where welfare activities are carried out, in order to understand the needs and receive feedback then and there.

Continuous interaction with community to understand the benefit and utility of various programs implemented through SHG meetings, Gram sabha and meeting with various community based organisations.

Feedback from government officials at local, block and district level on the effectiveness on implementation of the government welfare schemes and programs at grass root level villages.

5. Examples (up to three) of economic and social value addition in these underdeveloped regions:

- Community involvement for inclusive development: Treating the community as equal partners in the process of change. They also play an active role on monitoring and evaluation.
- Facilitate and strengthen delivery of existing Government schemes and programs: enabling a win-win situation for the local Government officials and institutions. Hence check and balance done by government departments.
- Empower CSR task force for achieving sustainable outcomes.

6. Examples where benefits of this local traditional knowledge being used by the business are shared with the community:

The learnings we have within factories which are suitable for village environment will always be utilized in our intervention villages. Few such learning in Company shared with community are:

- The needed resources which including ideas, inspiration and funds may are all be within reach but mobilization of the needed is key.

- Identify the priority needs and focus to ensure the benefits of development reach.
- Effective targeting is key to achieving maximum impact.

From a struggle for access, to a path paved with opportunities:

- Irulambarai, Tamil Nadu - once was a road less village.
- Children couldn't access their school as the small path that cut through fields was unsafe.
- Farmers had to hire people to carry their produce as head loads to neighboring markets. Even a sick person had no choice but to be carried up to this point.
- The 2 kilometer stretch was the main stumbling block in the progress of the people. The villager's efforts to resolve this by approaching various ways had failed.
- The SST met leaders of the community and key beneficiaries. They were briefed and it was decided that instead of searching outside source, villagers themselves would carry out the construction of the road - our first taste of self-reliance.
- Of the total cost of ₹ 2,00,000, a sum of ₹ 30,000 came from key beneficiaries in the village whilst the rest was contributed by SST.
- It took a month to complete the project. Today, the gravel road is more than a lifeline.

Knowledge being used

- A lot of development work in agriculture-based communities is about finding local cost-effective solutions.
- It is important to first offer a holding hand so that people gain confidence to follow.
- People's mindsets are changing and they are taking the initiative for fulfillment of their needs.

7. Number of beneficiaries covered under your CSR projects (as per Section 135 of Companies Act, 2013), disaggregated by the vulnerable and marginalized group categories:

SST CSR initiatives are in 5000 villages enabling people to enhance the socio economic condition.

Out of 24.50 lakhs people, 1.29 lakhs are tribal people.

8. Examples of how the impact of your community initiatives contribute to local and national development indicators:

- So far 63,000 women are enrolled by SST and enabled to do savings.
- So far 1,15,100 farmers sensitized on crop management practices and various schemes cum programs through agriculture department, agriculture institutions.
- So far 1,36,500 livestock owning families made aware on the available veterinary care services, feeding practice along with animal husbandry department and veterinary science universities.
- So far 4,80,600 households sensitized on the need of toilet construction and utilization of government support for constructing.
- So far 4,28,500 households made aware about the need of proper solid waste disposal and educated to support local panchayat for disposal of solid waste.
- Enhance water storage capacity of 272 MI tanks by desilting to a water holding capacity of 1,438 million litres.
- Sequestering and fixing carbon to a tune of 1080 tonnes by supporting for planting 5.44 lakh trees in community & private land in last five years in addition to economic benefits.

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

Essential Indicators:

1. Examples (up to three) where adverse impacts of goods and services of your business have been raised in public domain:

- i) Effect of E10 to E100 fuel on performance and durability of 2 and 3 wheelers.
- ii) Electric vehicle battery usage and disposal concerns at End of Life.
- iii) Effect of M15 fuel on performance and durability of 2 and 3 wheelers.

2. Percentage by value of goods and services of the business that carry information about:

a. Environmental and social parameters relevant to the product:

- User's manual - information on ride ability, usage and service, etc.
- Identification for BS-VI vehicles
- Recyclability and safe disposal symbol on batteries
- Mobile charging

b. Safe and responsible usage:

- Warning on Mirror
- Combi-brake / ABS sticker
- Oil drain interval
- Safety feature not to start when on Side stand
- Warning sticker - Not to use oil with the petrol
- Warning on speedometer
- Engine RPM (safety)
- Recommended Tyre pressure
- Chain free-play status

3. Number of consumer complaints in respect of data privacy - a. Received during the year; b. Pending resolution:

Nil

4. Number of consumer complaints in respect of advertising:

- a. Received during the year - One
- b. Pending resolution - One

5. Number of consumer complaints in respect of delivery of essential services- a. Received during the year; b. Pending resolution:

Nil

Leadership Indicators:

1. Corrective actions taken on adverse impacts of goods and services of your business - a. Details; b. Communicated in the public domain:

- E100 vehicle is custom designed to make it compatible with E100 fuel. The vehicle is separately labelled for customer to identify so that it may not be used for fuels other than E100.
- The batteries reaching End-of-Life (EoL) have to be carefully disposed. Improper disposal will pose hazard to the environment. Recycling symbol as well as crossed-out wheelie bin symbols are mentioned on the batteries. Technologies are being explored to have higher recycling efficiency.

- It is proposed to use M15 fuel (15% methanol and 85% gasoline). Since, methanol is corrosive and has different characteristics than Ethanol blended fuels, we are in process of finding alternate solutions in materials which are compatible with flexi fuels for prevention of corrosion and make the vehicle M15 compatible.

2. List of national-international product labels / certifications being used by the business:

- Euro 3 to Euro 5
- Bharat Stage VI
- Japanese Industrial Standards
- UJI TIPE - Type approval test, Indonesia
- CCC - China Compulsory Certification, China
- ANLA - Autoridad Nacional de Licencias Ambientales (ANLA), Colombia
- PROMOT 4 - Programa de Controle da Poluição do Ar por Motociclos e Veículos Similares (Air Pollution Control Program for Motorcycles and Similar Vehicles), Brazil
- GSO - Gulf Standard Organization, Gulf Countries
- ADR - Australia Design Rule, Australia

3. Channel platforms where information on goods and services of the business can be accessed:

Official website, user manual, service manual, authorised service centers, social media and labels.

4. Steps taken to inform and educate vulnerable and marginalized consumers about safe and responsible usage of products:

Service station personnel are comprehensively trained to educate vulnerable, marginalized and all types of customers.

5. On complaints received in respect of data privacy and advertising, indicate what corrective actions were taken to ensure that these do not get repeated.

Not Applicable.

6. Processes in place to inform consumers of any risk of disruption/ discontinuation of essential services:

Not Applicable.

For and on behalf of the Board of Directors

Chennai
28th May 2020

VENU SRINIVASAN
Chairman