

MSIL: COS: NSE&BSE: 2023/08_08

5th August, 2023

Vice President
National Stock Exchange of India Limited
“Exchange Plaza”, Bandra – Kurla Complex
Bandra (E),
Mumbai – 400 051

General Manager
Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Mumbai – 400 001

Sub: Business Responsibility and Sustainability Report (BRSR) for the financial year 2022-23

Dear Sirs,

Pursuant to Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2022-23, which also forms an integral part of the Annual Report.

Kindly take the same on record.

Thanking You,

Yours truly,

For **Maruti Suzuki India Limited**

Sanjeev Grover
Executive Vice President
& Company Secretary

Encl: As above

MARUTI SUZUKI INDIA LIMITED

Head Office:

Maruti Suzuki India Limited,
1, Nelson Mandela Road, Vasant Kunj,
New Delhi - 110070, India.
Tel: 011- 46781000, Fax: 011-46150275/46150276
E-mail id: contact@maruti.co.in, www.marutisuzuki.com

Gurgaon Plant:

Maruti Suzuki India Limited,
Old Palam Gurgaon Road,
Gurgaon - 122015, Haryana, India.
Tel: 0124-2346721, Fax: 0124-2341304

Manesar Plant:

Maruti Suzuki India Limited,
Plot No.1, Phase - 3A, IMT Manesar,
Gurgaon - 122051, Haryana, India.
Tel: 0124-4884000, Fax: 0124-4884199

Business Responsibility & Sustainability Reporting

I. Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L34103DL1981PLC011375
2.	Name of the Listed Entity	Maruti Suzuki India Limited
3.	Year of incorporation	1981
4.	Registered office address	1, Nelson Mandela Road, Vasant Kunj, New Delhi-110070
5.	Corporate address	1, Nelson Mandela Road, Vasant Kunj, New Delhi-110070
6.	Email	investor@maruti.co.in
7.	Telephone	011-46781000
8.	Website	http://www.marutisuzuki.com/
9.	Financial year reported	01/04/2022 to 31/03/2023
	Previous financial year	01/04/2021 to 31/03/2022
	Prior to previous financial year	01/04/2020 to 31/03/2021
10.	Name of the Stock Exchange(s) where shares are listed	1) Bombay Stock Exchange Ltd. (BSE) 2) National Stock Exchange of India Ltd. (NSE)
11.	Paid-up capital	₹ 1,510 million
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Name- Mr. Ranjit Singh Contact- 011-46781000 Email – ranjit.s@maruti.co.in
13.	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).	Standalone basis

II. Products/services

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

Sr. no.	Description of main activity	Description of business activity	Percentage of turnover of the entity
1	Manufacturing of motor vehicles	The Company is engaged in the business of manufacturing and sale of passenger and commercial vehicles. The Company's vehicles are offered through three channels: NEXA, Arena and Commercial.	83.66%
2	Sale of motor vehicles parts and accessories	The Company also sells aftermarket parts and accessories under the brand name of Maruti Suzuki Genuine Parts and Maruti Suzuki Genuine Accessories.	12.07%

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

Sr. no.	Product/Service	NIC code	Percentage of turnover of the entity
1	Manufacturing of motor vehicles	2910	83.66%
2	Sale of motor vehicles parts and accessories	4530	12.07%

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

Location	Number of plants	Number of offices & others	Total
National	2	88	90
International	Nil	Nil	Nil

17. Markets served by the entity:**a. Number of locations**

Locations	Locations
National (No. of States)	Pan-India
International (No. of Countries)	Exports to nearly 100 countries

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

12.61%

c. A brief on types of customers

Maruti Suzuki India Limited, India's largest passenger vehicle manufacturer, caters to diverse range of customer preferences. The customers include individuals, government and corporate employees, fleet owners, defence agencies, NRIs etc.

IV. Employees**18. Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	11,204	10,599	94.60%	605	5.40%
2	Other than permanent (E)	900	892	99.11%	8	0.89%
3	Total employees (D + E)	12,104	11,491	94.94%	613	5.06%
Workers						
4	Permanent (F)	5,671	5,660	99.80%	11	0.20%
5	Other than permanent (G)	13,574	13,574	100%	Nil	0%
6	Total workers (F + G)	19,245	19,234	99.95%	11	0.05%

b. Differently abled employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled employees						
1	Permanent (D)	19	19	100%	Nil	0%
2	Other than permanent (E)	0	0	NA	Nil	NA
3	Total employees (D + E)	19	19	100%	Nil	0%
Differently abled workers						
4	Permanent (F)	Nil	Nil	NA	Nil	NA
5	Other than permanent (G)	2	2	100%	Nil	0%
6	Total workers (F + G)	2	2	100%	Nil	0%

19. Participation/ Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	1	8.33%
Key Management Personnel	3	Nil	0%

20. Turnover rate for permanent employees and workers:

	Turnover rate of current FY 2022-23			Turnover rate of previous FY 2021-22			Turnover rate of the year prior to the previous FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.06%	14.52%	7.46%	6.98%	11.15%	7.21%	3.76%	7.75%	3.99%
Permanent Workers	0.30%	8.33%	0.31%	0.38%	0%	0.38%	0.35%	7.41%	0.37%

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
For the list of holding/ subsidiary/ associate companies/ joint ventures, refer to Notes to the Consolidated Financial Statement of the Annual Integrated Report FY 2022-23 on page 350. For the current financial year, the Company has reported on standalone basis, hence the report does not include Business Responsibility initiatives of the related entities.				

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹): 1,175,229 million

(iii) Net worth (in ₹): 603,820 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide weblink for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes (Regular interactions with the communities through field visits, group meetings/events etc.)	16	Nil	NA	7	Nil	NA
Investors (Other than shareholders)	NA (The Company does not have investors other than shareholders)	NA	NA	NA	NA	NA	NA
Shareholders	Yes https://www.marutisuzuki.com/corporate/investors	15	Nil	NA	11	Nil	NA
Employees and workers	Yes https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/Whistle_Blower_Policy.pdf	20	9	Addressal of pending complaints is in progress	22	Nil	NA
Customers	Yes https://www.marutisuzuki.com/corporate/reach-us	27,105*	564	Primarily the open complaints are for delayed delivery	22,486*	303	-
Value Chain Partners	The Company receives suggestion from its dealers and suppliers through various periodic conferences, events and trainings.	Nil	Nil	NA	Nil	Nil	NA
Others (Please specify)	NA	NA	NA	NA	NA	NA	NA

* The complaints are related to sales and service issues, received through centralised customer complaint management system

24. 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.

S. 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)
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Please refer to Material Topics under Value Creation Approach section of the Annual Integrated Report FY 2022-23 on page 73.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

P1- Businesses should conduct and govern themselves with integrity and 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 to all its stakeholders

P5- Businesses should respect and promote human rights

P6- Businesses should respect and make efforts to restore and protect 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

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	The Company's policies have been approved by the Board and/ or the Managing Director.								
c. Web Link of the Policies, if available	The Company's policies are available on its website www.marutisuzuki.com and/or internal portal.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	No	Yes	Yes	NA	No	Yes
4. Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	The policies conform to standards such as ISO 9001, ISO 14001, ISO 45001, ISO 27001, UNGC guidelines, ILO principles, GRI standards and National Guidelines for Responsible Business Conduct, among others.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	The Company has set internal targets against the principles.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	The Company periodically reviews performance against its internal targets and implements corrective actions wherever required.								

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)

MSIL worked along with various stakeholders for the growth of the automobile industry in India during its over 40 years of journey. The Company believes in progress through partnerships and delivers products and services to meet changing needs and aspirations of customers. As a responsible organisation, the Company remains sensitive to the environmental and social impacts of its operations, products, and services and undertakes initiatives to minimise them.

The Company ensures that it complies with all applicable statutory compliance requirements and maintains oversight of key issues/areas through a variety of governance mechanisms in every element of its operations.

MSIL put in a lot of effort to promote people development initiatives internally and for the larger community. For the benefit of the workforce, MSIL has always provided a safe and healthy work environment along with equal opportunities for skill and knowledge enhancement. The Company undertook several social initiatives and projects for the growth of the local communities, offering healthcare, education, and skill development in addition to promoting road safety.

The Company has been making long-term efforts to reduce its carbon footprint and boost the use of renewable energy in operations, focusing on resource efficiency, waste reduction, and waste management. The company continues its ongoing focus on multiple powertrain technologies to cut carbon emissions.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Mr. Hisashi Takeuchi, Managing Director and CEO (DIN: 07806180)

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Mr. Kenichiro Toyofuku, Executive Director (DIN: 08619076). The Board Committees oversee areas as defined in their terms of reference. The Audit Committee reviews functioning of the whistle blower mechanism, prevention of fraud etc., the CSR Committee ensures effective implementation of CSR projects for communities and the Risk Management Committee oversees formulation of the Risk Management Policy covering ESG related risks.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action.	The Company's overall performance, including sustainability areas, is communicated to the directors/ management periodically through monthly Business Review Meetings.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with all applicable statutory requirements.																	

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.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes, the Company periodically onboards independent third-party agencies to assure, assess or verify the effectiveness of its policies and procedures. Financial statements of the company have been assured by Deloitte Haskins & Sells LLP. Whereas some of the key non-financial disclosures have been independently verified by DNV. The Company further engages other reputed agencies to verify the working of its Environment Management System, Health & Safety Management System, Information Security Management System etc.								

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

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

* The Company does not have a standalone advocacy policy. For advocacy on policies related to the automobile industry, the Company engages with Industry Associations.

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.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	2	During the year, an awareness session on the NGRBC principles has been attended by the three Directors. Further, the Executive Directors and KPMs are trained on COBCE.	33.33%
Key Managerial Personnel	2		100%
Employees other than BoD and KMPs*	6	The employees are provided training on Code of Business Conduct & Ethics (COBCE), Prevention of Sexual Harassment (POSH), Health and Safety, COVID safety, Fraud Risk Management Framework and Information Security	99.80%
Workers*	5	1) Health & safety 2) Out Bound Training (OBT) 3) ISO 4) Information security 5) Corporate induction	99.98%

*For permanent employees and workers

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

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

Non-monetary					
	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil	NA
Punishment	Nil	Nil	Nil	Nil	NA

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:

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

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.
Yes, the Company has in place a Code of Business Conduct and Ethics (COBCE) which states the Company's commitment against bribery and corruption. The Code is available at the Company's intranet. The Company also has a Corporate Gifting Policy and Code of Business Conduct for Senior Management which covers aspects of anti-corruption or anti-bribery.

https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf

<https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/Corporate-Gifting-Policy.pdf>

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

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

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

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

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.
Not applicable. There were no instances of fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions during the reporting year.

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	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
658	<p>For suppliers</p> <ul style="list-style-type: none"> Carbon neutrality and energy optimisation Quality Communication meet Quality improvement/ rejection reduction Workplace and fire safety Road safety MSSWA overall improvement sessions Human resource sessions Employee self/ non-technical/ behavioural/soft skill development Prevention of sexual harassment Process/ productivity improvement <p>For service centres</p> <ul style="list-style-type: none"> Work safety and PPEs Health management Posture maintenance 	100%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, the Company has enacted applicable processes as per the provisions of the Companies Act. It has laid down a Code of Conduct for Business Ethics for Senior Management which states the processes to avoid/ manage conflict of interest.

PRINCIPLE 2

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

Essential Indicators

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	The R&D investments of the Company are directed towards improving environmental and social performance of the products. For example, safety of products, resource optimization, customer satisfaction, etc. It will be reporting this information in the coming years.		
Capex	The Company makes capital investments in the areas of social and environmental impact improvements. However, it is in the process of developing a mechanism to track such investments. Therefore, it will be reporting this information in the coming years.		

2.
 - a. *Does the entity have procedures in place for sustainable sourcing? (Yes/No)*
Yes
 - b. *If yes, what percentage of inputs were sourced sustainably?*
100%. All our suppliers are guided by the Company's Basic Purchase Agreement and Green Procurement Guidelines.
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:
The Company has ventured into End-of-Life Vehicle (ELV) recycling by forming a joint venture with Toyota Tsusho Group called Maruti Suzuki Toyotsu India Private Limited (MSTI) to set up an ELV dismantling and recycling unit in Noida, Uttar Pradesh. For more details, refer to End-of-Life Vehicle Management section of the Annual Integrated Report FY 2022-23 on page 100.
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 applicable. The company is registered as a brand owner under The Plastic Waste Management & Handling Rules, 2016 and the waste collection plan is in line with the EPR plan submitted to CPCB.

Leadership Indicators:

1. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).
Please refer to Operational Eco-efficiency section of the Annual Integrated Report FY 2022-23 on page 122.

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	Percentage of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day-care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	10,599	10,599	100%	10,599	100%	NA	NA	Nil	0%	Nil	0%
Female	605	605	100%	605	100%	605	100%	NA	NA	605	100%
Total	11,204	11,204	100%	11,204	100%	605	5.40%	Nil	0%	605	5.40%
Other than permanent employees											
Male	892	892	100%	892	100%	NA	NA	Nil	0%	Nil	0%
Female	8	8	100%	8	100%	8	100%	NA	NA	8	100%
Total	900	900	100%	900	100%	8	0.89%	Nil	0%	8	0.89%

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

Category	Percentage of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day-care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	5,660	5,660	100%	5,660	100%	NA	NA	Nil	0%	Nil	0%
Female	11	11	100%	11	100%	11	100%	NA	NA	11	100%
Total	5,671	5,671	100%	5,671	100%	11	0.19%	Nil	0%	11	0.19%
Other than permanent workers											
Male	13,574	13,574	100%	13,574	100%	NA	NA	Nil	0%	Nil	0%
Female	Nil	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	13,574	13,574	100%	13,574	100%	NA	NA	Nil	0%	NA	0%

2. Details of retirement benefits, for Current FY and Previous Financial Year

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

*Provided to all the eligible employees and workers.

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.

The Company is an equal opportunity employer and wherever the employment of disabled people is feasible, the Company aims to make necessary arrangements for their accessibility. In case of areas where accessibility is a challenge, the Company is working on implementing such provisions.

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

The Company's Code of Business Conduct and Ethics and Code of Business Conduct and Ethics for Senior Management covers its commitment to provide equal employment opportunity and assures that there shall be no discrimination or harassment against an employee or applicant on the grounds of race, colour, religion, sex, age, marital status, disability, national origin, or any other factor made unlawful by applicable laws and regulations.

https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	100%	91.67%	NA*	NA*
Total	100%	91.67%	NA	NA

*None of the female permanent workers availed maternity leave

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.**

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	<ul style="list-style-type: none"> The Company has a Whistle Blower policy in place to report any malpractices and unethical events.
Other than Permanent Workers	
Permanent Employees	<ul style="list-style-type: none"> For reporting concerns related to sexual harassment, there is an internal committee for receiving, investigating and resolving such complaints in a timebound manner. Any violations of the COBCE can be reported to Complaints Committee. For workers, the Company has dedicated grievance redressal help desk.
Other than Permanent Employees	

7. **Membership of employees and worker in association(s) or unions recognised by the listed entity:**

Category	FY 2022-23			FY 2021-22		
	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)
Total permanent employees*						
Male	10,599	NA	NA	9,922	NA	NA
Female	605	NA	NA	566	NA	NA
Total permanent workers						
Male	5,660	5528	97.67%	5,758	5,617	97.55%
Female	11	11	100%	13	13	100%

*Permanent employees are not part of any association(s) or unions

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees*										
Male	10,599	10,481	98.89%	10,579	99.81%	9,922	9,876	99.54%	9,896	99.73%
Female	605	592	97.85%	605	100%	566	561	99.12%	565	99.82%
Total	11,204	11,073	98.83%	11,184	99.82%	10,488	10,437	99.51%	10,461	99.74%
Workers*										
Male	5,660	5,659	99.98%	2,848	50.31%	5,758	5,716	99.27%	2,109	36.62%
Female	11	11	100%	11	100%	13	13	100%	5	38.46%
Total	5,671	5,670	99.98%	2,859	50.41%	5,771	5,729	99.27%	2,114	36.63%

* For permanent employees and workers.

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees*						
Male	10,599	10,599	100%	9,922	9,922	100%
Female	605	605	100%	566	566	100%
Total	11,204	11,204	100%	10,488	10,488	100%
Workers*						
Male	5,660	5,660	100%	5,758	5,758	100%
Female	11	11	100%	13	13	100%
Total	5,671	5,671	100%	5,771	5,771	100%

*For permanent employees and workers.

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. The Occupational Health and Safety Management System (OHSMS), in line with the requirements of ISO 45001, has been implemented at Company's manufacturing facilities, R&D Centre, Head Office, Zonal Offices, Regional Offices, Stockyards, Ports and Regional Parts Distribution Centres.

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

Identification, assessment, elimination and control of hazards in the workplace are critical components of OHSMS. The Company follows a comprehensive set of Hazard Identification and Risk Assessment (HIRA) guidelines, which are aligned to ISO 45001 as well as applicable legal requirements. For non-routine activities, KY (Kiken Yochi) is used to determine hazards and identify control measures before start of activities. Further, KY process is also carried on scheduled interval at shop floors where employees spend time to identify hazards and control measures at their workstations.

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

Yes. The Company encourages its workers to report any safety hazards and near misses to minimize the occurrence of any incident and take corrective action.

- d. *Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)*

Yes. The Company has Occupational Health Centres across all its manufacturing and R&D facilities. Further, the Company offers life insurance, healthcare and disability coverage as employee benefits.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	0.051	0.076
Total recordable work-related injuries	Employees	Nil	1
	Workers	4	5
No. of fatalities	Employees	Nil	Nil
	Workers	2*	1*
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

*Third-party contractual manpower

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

The following steps have been taken by the Company to ensure a safe and healthy workplace:

1. Hazard identification
2. Mandatory trainings
3. Work-specific instructions
4. Audits/Inspections
5. Standardization of processes
6. Incident reporting
7. Work permit system
8. Healthcare facilities and periodic check-ups

For further details, please refer to Occupational Health & Safety section of the Annual Integrated Report FY 2022-23 on page 112.

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

Safety Incident/Number	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil*	NA	NA
Health & Safety	Nil*	NA	NA

*The Company receives improvement ideas through its suggestion scheme and accordingly implements required corrective actions.

14. Assessments for the year:

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

*Factory locations including Head office

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 following steps have been taken to prevent safety-related incidents and significant risks:

1. Development and implementation of HIRA procedure
2. Development of Management of Change procedure
3. Development of shop specific training module content for hazards and controls and mandatory safety training module

4. Independent third-party audits of all plant locations
5. Revamped work permit system and compliance of work permit system
6. Checklist based audits
7. Development of safety rules for various activities, safety alerts, visual displays, stickers etc.
8. Improved suggestion and feedback processes
9. Use of digital technology for monitoring of audit findings, incident countermeasure etc.

Leadership Indicators:

1. Does the entity extend any life insurance or any compensatory package in the event of death of
 - a. Employees - Yes
 - b. Workers - Yes
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.
The Company has an electronic legal compliance system to monitor labour related statutory provisions compliance. Its value chain partners declare the same monthly.
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 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 22-23	FY 21-22	FY 22-23	FY 21-22
Employees	Nil	Nil	NA	NA
Workers	2	1	Nil*	Nil*

* The Company and the direct employer (contractor) provided adequate financial compensation to the families.

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)
Yes, the Company has defined a superannuation fund for postemployment benefits, which is recognised by the income tax authorities. This fund is administered through a trust set up by the Company. The Company also maintains an insurance policy to fund post-employment medical assistance scheme.

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.
The Company considers the following groups as its stakeholders:
 - Stakeholders who are dependent on the Company's activities, products or services and on whom the Company is dependent for its operations
 - Stakeholders towards whom the Company has legal, commercial and moral responsibilities
 - Stakeholders who can impact the Company's decision-making ability

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/ half yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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Please refer to Stakeholder Engagement section of the Annual Integrated Report FY 2022-23 on page 70.

Leadership Indicators:

- 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.

Please refer to Material Topics section of the Annual Integrated Report FY 2022-23 on page 73.

PRINCIPLE 5

Businesses should respect and promote human rights.

Essential Indicators:

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (C)	% (C/A)
Employees						
Permanent	11,204	11,073	98.83%	10,488	10,459	99.72%
Other than permanent	900	104	11.56%	820	95	11.59%
Total	12,104	11,177	92.34%	11,308	10,554	93.33%
Workers						
Permanent	5,671	5,670	99.98%	5,771	5,729	99.27%
Other than permanent	13,574	13,295	97.94%	15,506	15,390	99.25%
Total	19,245	18,965	98.55%	21,277	21,119	99.26%

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Permanent employees										
Male	10,599	Nil	0%	10,599	100%	9,922	Nil	0%	9,922	100%
Female	605	Nil	0%	605	100%	566	Nil	0%	566	100%
Other than permanent employees										
Male	892	Nil	0%	892	100%	810	Nil	0%	810	100%
Female	8	Nil	0%	8	100%	10	Nil	0%	10	100%

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Permanent workers										
Male	5,660	Nil	0%	5,660	100%	5,758	Nil	0%	5,758	100%
Female	11	Nil	0%	11	100%	13	Nil	0%	13	100%
Other than permanent workers										
Male	13,574	Nil	0%	13,574	100%	15,506	Nil	0%	15,506	100%
Female	Nil	NA	NA	NA	NA	Nil	NA	NA	NA	NA

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

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹)	Number	Median remuneration/ salary/ wages of respective category (₹)
Board of Directors (BoD)	11	9,350,000	1	8,550,000
Key Managerial Personnel	3	28,650,792	Nil	NA
Employees other than BoD and KMP*	10,595	1,739,355	605	1,560,240
Workers*	5,660	1,110,458	11	1,438,209

*For permanent employees and workers

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

Yes. The Company respects Human Rights of all. It has designated committees to address various human rights related issues. There is an internal committee for receiving, investigating, and resolving sexual harassment complaints in a time-bound manner. Grievances for any violation of COBCE are submitted to and addressed by the Complaints Committee. Further, any health and safety issues are addressed by divisional level, vertical level and central level Safety Committees.

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

For Human Rights related grievances, the Company has mechanism in place for all concerned person(s) to report their grievances as per COBCE and Policy on Prevention of Sexual Harassment. Additionally, the workers can report their grievances through channels such as: 'Samadhan', 'Samwad', and operator feedback.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	1	Addressal of the pending complaint is in progress	Nil	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

The Company treats all the reported concerns in a confidential manner. It ensures that appropriate care is taken to avoid any retaliation against the complainant reporting under COBCE and the Policy on Prevention of Sexual Harassment.

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

Yes. The Company not only takes measures to respect human rights at its workplace, but also promotes fair employment practices among suppliers. According to the Company's Basic Purchase Agreement with suppliers, it is mandatory for suppliers to abide by the laws on child labour, sexual harassment, safe and secure work environment etc.

9. Assessments for the year:

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

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

The Company has systems and processes in place to prevent any incident of child labour, forced labour or breach of wages laws. Its systems do not let any labour below the minimum age to be onboarded, wages are paid in compliance with all local laws and through bank transfers. Further, it provides mechanism to its employees to report any instances of sexual harassment and discrimination at workplace and accordingly correctives actions are taken.

Leadership Indicators:

1. 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?

The Company is an equal opportunity employer and therefore it aims to make necessary accessibility arrangements for the people with disability wherever required. In case of areas where accessibility is a challenge, the Company is constantly working on implementing such provisions.

2. Details on assessment of value chain partners:

Category	Percentage of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	67%*
Forced Labour/Involuntary Labour	
Wages	
Others-please specify	

*Data covers cumulative human resource related audits conducted for Tier 1 suppliers

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

The Company is constantly working to expand the coverage of human resource related audits to the remaining suppliers. It has also added human rights compliance related provisions in the supplier agreements.

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 2022-23 (GJ)	FY 2021-22 (GJ)
Total electricity consumption (A)	11,84,320	10,11,483
Total fuel consumption (B)	39,37,429	38,29,237
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	51,21,749	48,40,720
Energy intensity per crore rupee of Turnover (Total energy consumption/ turnover in rupees)	43.58	54.82
Energy intensity (optional) - Energy intensity per vehicle manufactured (GJ/vehicle manufactured)	3.87	4.07

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, DNV Business Assurance India Pvt Ltd.

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.

No

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	2,052,071	1,747,091
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,052,071	1,747,091
Total volume of water consumption (in kilolitres)	2,052,071	1,747,091
Water intensity per crore rupee of turnover (Water consumed / turnover)	17.46	19.79
Water intensity (optional) – Water intensity per vehicle manufactured (kl/vehicle manufactured)	1.65	1.56

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, DNV Business Assurance India Pvt Ltd.

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

Yes. The Company's commitment towards improving its water footprint is demonstrated by its zero-liquid discharge initiative. The entire volume of wastewater from Gurugram, Manesar and Rohtak facilities is treated through in-house Effluent Treatment Plants (ETP) and/ or Sewage Treatment Plants (STP) and the treated effluent is used for process and horticulture within the plant premises. No water is discharged outside the plant premises.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	ppm	Less than 50 ppm in Gurgaon gas turbines Less than 100 ppm in Manesar gas turbines	
SOx	mg/Nm ³	Less than 200 mg/Nm ³ for incinerator	
Particulate Matter (PM)	mg/Nm ³	Less than 50 mg/Nm ³ for incinerator	
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. Stack emissions (NOx, SOx and PM) are checked by FARE Labs Pvt. Ltd that is affiliated by Ministry of Environment, Forest and Climate Change (MoEF&CC) and National Accreditation Board for Testing and Calibration Laboratories (NABL).

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF6, NF3, if available)	Tonnes CO ₂ e	223,289	216,354
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	Tonnes CO ₂ e	206,626	182,614
Total Scope 1 and Scope 2 emissions per crore rupee of turnover	Tonnes CO ₂ e / crore rupee of turnover	3.66	4.52
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Tonnes CO ₂ e /vehicle manufactured	0.321	0.332

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, DNV Business Assurance India Pvt Ltd.

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

Yes. For details, please refer to Energy and Emissions Management section of the Annual Integrated Report FY 2022-23 on page 122.

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

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	2,370	2,270
E-waste (B)	47	48
Bio-medical waste (C)	0.15	0.13
Construction and demolition waste (D)	12,400	8,187
Battery waste (E)	151	127
Radioactive waste (F)	Nil	Nil
Other hazardous waste. Please specify, if any. (G)	19,102	17,416
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	136,249	123,895
Total (A + B + C + D + E + F + G + H)	170,319	151,943
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	143,475	130,450
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	14,442	13,307
Total	157,917	143,757
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	12,400	8,187
Total	12,400	8,187

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, DNV Business Assurance India Pvt Ltd.

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.

The Company has adopted the following practices for waste management:

1. Hazardous waste generated during the process is stored temporarily within the plant premises and sent for authorized coprocessing unit. The saleable hazardous waste (used oil, oil-based sludge, spent solvent, empty drums, tyre etc) is sent to authorized recyclers.
2. The electrical waste is sent to authorized recyclers for recycling.
3. The bio medical waste generated from the Occupational Health Centres is segregated as per the colour coding and disposed to authorized CBWTSDF.
4. Non-hazardous waste is sent to recyclers for recycling.

For more details, please refer Monitoring Substances of Concern section of Annual Integrated Report FY 2022-23 on page 100.

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

Sr. no.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by Independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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, in the following format:

Yes. The Company is compliant with the applicable environmental law/ regulations/ guidelines in India.

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 2022-23 (GJ)	FY 2021-22 (GJ)
From renewable sources		
Total electricity consumption (A)	136,443	91,863
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	136,443	91,863
From non-renewable sources		
Total electricity consumption (D)	1,047,877	919,620
Total fuel consumption (E)	3,937,429	3,829,237
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	4,985,306	4,748,857

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, DNV Business Assurance India Pvt Ltd.

2. 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
3. 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:
Please refer to Operational Eco-efficiency section of the Annual Integrated Report FY 2022-23 on page 122.
4. Does the entity have a business continuity and disaster management plan? Give details in 100 word/ weblink
Yes. The Company has a business continuity and disaster management plan in place. For IT-related issues, disaster recovery plan is designed to reduce the organization's business risk arising from an unexpected disruption of the critical IT functions/ operations necessary for the business. Disaster recovery plan covers details of actions to be taken, resources to be used and procedures to be followed. The IT team conducts regular data recovery drills to check efficiency of process and plan.

The Company's supply chain also ensures business continuity during natural calamities, socio-political situations, supply shortages and implement various measures to minimise supply disruptions to ensure business continuity.

Note: The environmental data pertains to manufacturing and R&D facilities only.

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.

6

- 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.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	The Confederation of Indian Industry (CII)	National
2	The Federation of Indian Chamber of Commerce & Industry (FICCI)	National
3	The Associated Chamber of Commerce & Industry in India (ASSOCHAM)	National
4	The Society of Indian Automobile Manufacturers (SIAM)	National
5	The International Road Federation (India Chapter)	National
6	The Japan Chamber of Commerce & Industry in India (JCCII)	International

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

Sr. No.	Name of the authority	Brief of the case	Corrective action taken, if any
1.	Competition Commission of India (CCI)	Case related to after-market sale of spare parts: An investigation was initiated by the Competition Commission of India (CCI) in 2011 against a few car manufacturing companies wherein it was contended that these companies were not making genuine spare parts of automobiles freely available in the open market. CCI later expanded the scope of investigation to the Company and other car manufacturing companies. In the final order passed by the CCI on 25 th August, 2014, certain directions were laid down against the automobile companies and penalties were imposed. A penalty of ₹ 4,711.4 million was imposed on the Company. The Company contested this matter before the Delhi High Court primarily on the ground that it was not a named party in the investigation and that the investigation ought not to have been conducted against the Company. On the contrary, the Company was named in the information given by the informant as a Company that made spare parts easily accessible in the open market. The Delhi High Court, on 16 th May, 2019, disposed the petition stating that the Company had alternative remedies available. Thereafter, it filed a Special Leave Petition before the Supreme Court of India, wherein a stay on the CCI's order was granted and the stay is continuing.	No. MSIL does not agree with the observation by CCI. The order is stayed by Supreme Court and SLP is pending.
2.	Competition Commission of India (CCI)	Matter relating to discount control practices: An investigation was initiated suo-moto by the CCI in February 2019 based on the information provided by a purported dealer of the Company. The dealer alleged that the Company resorts to anti-competitive discount control practices. The CCI passed its final order on 23 rd August, 2021 and held that MSIL indulged in anti-competitive discount control practices (re-sale price maintenance) and imposed a penalty of ₹ 2,000 million on the Company. The Company filed an appeal against the CCI's order before the National Company Law Appellate Tribunal (NCLAT), wherein on 22 nd November, 2021, a stay on the CCI's order was granted subject to the deposit of ₹ 200 million. The stay is continuing, and appeal is pending	No. MSIL does not agree with the observation by CCI. The order is stayed by NCLAT and appeal is pending.

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development.

Essential Indicators:

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

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

3. Describe the mechanisms to receive and redress grievances of the community.
The Company's Community Development Department regularly engages with the communities through field visits, group meetings/events etc. to understand their grievances. The raised concerns and grievances are understood and analysed and necessary actions are implemented.
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	5.40%	5.20%
Sourced directly from within the district and neighbouring districts	81.00%	80.00%

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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No):
No, the Company has a policy of prioritising local procurement in order to improve efficiency, mitigate environmental and safety impacts, and ensure business continuity.
(b) From which marginalized /vulnerable groups do you procure?
Not Applicable
(c) What percentage of total procurement (by value) does it constitute?
Not Applicable

3. 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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

5. Details of beneficiaries of CSR Projects:

Sr. no	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Japan India Institute for Manufacturing	502	75%
2	ITI Tathagat	80	93%
3	Maruti Suzuki Podar Learn School	339	100%
4	Upgradation of ITI	10,017	60%
5	Apprenticeship	3,282	74%
6	Multi-Specialty Hospital project	51,163	36%
7	Institute of Driving & Traffic Research	376,319	4%

PRINCIPLE 9

Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators:

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
The Company has a robust customer complaint management system comprising channels such as the Company website, toll-free helpline and social media. The complaint redressal process is well structured with defined escalation mechanisms, which ensure timebound resolution. Through these channels customers can raise their complaints related to issues faced during purchase of vehicle or during vehicle service.
- 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%

*Turnover generated from sale of vehicles only

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

Category	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Other* (Sales & Service)	27,105	564	-	22,486	303	-

*For sales and service-related issues received through centralised customer complaint management system.

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

	Number	Reasons for recall
Voluntary recalls	7	Quality defect in components
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 web-link of the policy.

With increasing digitalisation, the risk for information security and data privacy has also increased. Data privacy is embedded into the Company's COBCE and risk management system. The Company has formulated privacy policies for the protection of stakeholders' personally identifiable information. Its Information Security Policy provides management direction and guidance to ensure availability, integrity and confidentiality of information and information systems across locations.

<https://www.marutisuzuki.com/data-provider-consent-policy>; <https://www.marutisuzuki.com/privacy-policy>

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

The Company does in-depth analysis of all the recalls to identify gaps in the processes and take necessary countermeasures. Quality systems and processes have also been designed and streamlined for accurate root cause analysis, countermeasures, and recurrence prevention of defects.

Leadership Indicators:

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

The Company maintains a website where information about its products is available. Customer engagement with the brands in the Metaverse has been made for Arena and NEXA through ARENAVerse and NEXAVerse respectively. Apart from this, the consumers can also refer to its social media handles.

<https://www.marutisuzuki.com/>;
<https://www.nexaexperience.com/>

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

The Company provides detailed owner's manual for vehicles containing information on how to use the vehicles safely and responsibly. To further enhance safer driving capabilities of the customers, the Company provides driving training through Maruti Suzuki Driving School. On its social media platforms, the Company regularly shares information on how to improve driving and vehicle maintenance habits.

Also, as part of its CSR activities, the Company has installed Traffic Management System to support the authorities in enforcing traffic rules and promote safe driving behaviour.

For more details, refer to Road Safety section of the Annual Integrated Report FY 2022-23 on page 134.

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

Not Applicable

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)

All product related information such as safety, fuel efficiency, safe and responsible usage, maintenance etc. is provided to customer through owner's manual and brochures. Some of the information is also provided to customers via various stickers on vehicle.

In line with the core value of customer obsession, the Company regularly gauges customer satisfaction levels with the sales and service experience. Customer satisfaction levels associated with the buying experience are measured through an internal Customer Delight Index (CDI). An essential parameter to evaluate customer satisfaction related to service operations is customer complaints per 1,000 vehicles serviced (CC/1,000). The Company continuously monitors customer feedback and ensures timely implementation of countermeasures by the workshops.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

Nil

b. Percentage of data breaches involving personally identifiable information of customers

Not Applicable