



## Annexure VIII

## INDEPENDENT ASSURANCE STATEMENT

Assurance Statement on Business Responsibility & Sustainability Report (BRSR) Core of  
Hero MotoCorp Limited For Reporting Period: April 01, 2024 – March 31, 2025

**Bureau Veritas (India) Private Limited**

4<sup>th</sup> Floor ServeSpaces Business Park, D-5 & 6, Sector-3, Noida, Gautam Buddha Nagar, Uttar Pradesh - 201301

To

**Hero MotoCorp Limited**

Hero MotoCorp Limited, The Grand Plaza, Plot No.2,  
Nelson Mandela Road, Vasant Kunj - Phase -II,  
New Delhi - 110070

## INTRODUCTION AND OBJECTIVE OF WORK

**BUREAU VERITAS** has been engaged by **Hero MotoCorp Limited** (hereinafter abbreviated as “**HMCL**”) to conduct an independent assurance of the Business Responsibility and Sustainability Report Core (hereinafter abbreviated as “**BRSR Core**”) consisting of the Key Performance Indicators (KPIs) under Environment, Social and Governance (ESG) attributes, which are mentioned in Annexure 17A, of the Securities and Exchange Board of India (SEBI) Master Circular dated November 11, 2024.

The selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation and presentation of information for the BRSR Core is the sole responsibility of the management of “**HMCL**”. Bureau Veritas was not involved in the drafting or preparation of the back-up data of HMCL for the BRSR Core. Our sole responsibility was to provide independent assurance on its content.

## INTENDED USER

The assurance statement is made solely for HMCL as per the governing contractual terms and conditions of the assurance engagement contract between HMCL and Bureau Veritas. To the extent that the law permits, we owe no responsibility and do not accept any liability to any other party other than HMCL for the work we have performed for this assurance report or for our conclusions stated in the paragraph below.

## SCOPE OF WORK

- Checking that the data and information included in the BRSR Core (sub-set of BRSR), consisting of a set of Key Performance Indicators (KPIs) / metrics under 9 ESG attributes for the reporting period from 01.04.2024 to 31.03.2025 was fairly presented without material misrepresentation.

- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse, and review the information reported.

**Reporting criteria:** Reporting Framework based on BRSR Core of the Business Responsibility and Sustainability Report as per Annexure 17A of the SEBI Master Circular dated November 11, 2024.

The reported information of BRSR core based on following nine ESG attributes :

1. Green-house gas (GHG) footprint
2. Water footprint
3. Energy footprint
4. Embracing circularity - details related to waste management by the entity
5. Enhancing Employee Wellbeing and Safety
6. Enabling Gender Diversity in Business
7. Enabling Inclusive Development
8. Fairness in Engaging with Customers and Suppliers
9. Open-ness of business

**Reporting period:** 01/04/2024 to 31/03/2025

**Assurance standard:** The assurance process was conducted in line with the requirements of the ISAE 3000 (Revised) standard.

**Level of assurance:** Reasonable Assurance

## METHODOLOGY USED TO CONDUCT THE ASSURANCE

HMCL initially submitted the BRSR Core for the reporting period from 01.04.2024 to 31.03.2025 covering the sites that are within the reporting boundaries.

The reporting boundaries considered for this reporting period across multiple sites of HMCL including Neemrana, Dharuhera, Gurugram, Tirupati, Haridwar, Jaipur, and Halol.

The assessment team from Bureau Veritas, for this verification, included the following members;

## INDEPENDENT ASSURANCE STATEMENT

1. Mr Amit Kumar – Team Leader &
2. Mr Kalyan Dey – Team Member

The assessment was carried out, of the submitted information, based on BRSR core attribute, to verify the data and computations that were prepared by HMCL. On-site visit to the HMCL's manufacturing unit were conducted.

During these visits, direct observations of facilities, interactions with personnel, and review of documentation were undertaken to ensure accuracy and reliability of the submitted information. Additionally, the assessment included an evaluation of the internal control system and other parameters relevant to reasonable assurance, such as adherence to industry standards and regulatory requirements, to provide a comprehensive verification of the data and computations prepared by HMCL.

Bureau Veritas has validated the quantification methodology used by HMCL for the monitoring and calculations of the ESG attributes from its different sources and confirms the same to be in line with accepted practice of standard GHG computations. The materiality threshold of 5% has been considered in this assessment process.

Our work was conducted against the requirements defined in the International Integrated Reporting Framework and National Guidelines for Responsible Business Conduct (NGRBC), along with the requirements of ISAE 3000 Assurance standard and Bureau Veritas' standard procedures and guidelines for external assurance of sustainability information, based on current best practice in independent assurance. The Bureau Veritas assurance process has also involved an Independent Technical Review (ITR) to check for correctness and accuracy of the assurance conclusions as well as adherence to Bureau Veritas internal procedures and/or assurance standard requirements.

### CONCLUSIONS

On the basis of our methodology and the activities described above, it is our opinion that the BRSR core of FY 2024-25 of HMCL, containing its reporting and declaration of the various KPIs under ESG attributes is reliable and accurate representation of HMCL's performance towards ESG attributes.

### LIMITATIONS AND EXCLUSIONS

Excluded from the scope of our work is any assurance of information relating to:

- Data related to the other subsidiaries / associates of HMCL.
- Activities outside the defined assurance period stated hereinabove;

- Positional statements, expressions of opinion, belief, aim or future intention by HMCL and statements of future commitment;
- Our assurance is limited to the activities and operations of HMCL. The assurance does not extend to the operations undertaken by any other entity outside the scope and boundaries of the HMCL's BRSR Core report; that may be associated with or have a business relationship with HMCL.

### UNCERTAINTY

The reliability of assurance is subject to uncertainty(ies) that are inherent in the assurance process. Uncertainties stem from limitations in quantification models used, assumptions or data conversion factors used or may be present in the estimation of data used to arrive at results. Our conclusions in respect of this assurance are naturally subject to any inherent uncertainty(ies) involved in the assurance process.

### STATEMENT OF INDEPENDENCE, IMPARTIALITY, AND COMPETENCE

Bureau Veritas is an independent professional services company that specialises in Quality, Health, and Safety, Social, and Environmental management with almost 190 years history in providing independent assurance services and has necessary expertise for undertaking reasonable assurance of BRSR core. Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with HMCL, its Directors, Managers or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest. The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of BRSR Core attribute.

#### Amit Kumar

Lead Assurer  
Bureau Veritas (India) Private  
Limited  
Noida, India  
Dt: May 13, 2025

#### Kalyan Dey

Team Member  
Bureau Veritas (India) Private  
Limited  
Noida, India  
Dt: May 13, 2025

#### Munji Rama Mohan Rao

Technical Reviewer  
Bureau Veritas (India) Private  
Limited  
Hyderabad, India  
Dt: May 13, 2025



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

## I. Details of the listed entity:

1	Corporate Identity Number (CIN) of the Listed Entity	L35911DL1984PLC017354
2	Name of the Listed Entity	Hero MotoCorp Limited
3	Year of incorporation	19-01-1984
4	Registered office address	The Grand Plaza, Plot No. 2, Nelson Mandela Road, Vasant Kunj - Phase-II, New Delhi-110070
5	Corporate address	The Grand Plaza, Plot No. 2, Nelson Mandela Road, Vasant Kunj - Phase-II, New Delhi-110070
6	E-mail	secretarialho@heromotocorp.com
7	Telephone	+91-11-46044220
8	Website	www.heromotocorp.com
9	Financial year for which reporting is being done	Start Date End Date April 1, 2024 to March 31, 2025
10	Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Ltd. (NSE) 2. BSE Ltd. (BSE)
11	Paid-up Capital	20,00,10,836
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	
	Name of Contact Person	Dhiraj Kapoor
	Contact Number of Contact Person	+91-11-46044220
	Email of Contact Person	dhiraj.kapoor@heromotocorp.com
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
14	Name of the Assurance Provider	Bureau Veritas (India) Private Limited
15	Type of assurance obtained	Reasonable Assurance

## II. PRODUCTS/SERVICES

## 16. Details of business activities

S. No.	Description of main activity	Description of business activity	% of turnover
1	Manufacturing	Manufacturing of two-wheelers: motorcycles & scooters	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Motorcycles & scooters	30,911	100

## III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	8	59	67
International	2	2	4

## 19. Markets served by the entity:

## a. Number of locations

Location	Number
National(No. of States)	32
International(No. of Countries)	48

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

5.7%

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

## c. A brief on types of customers

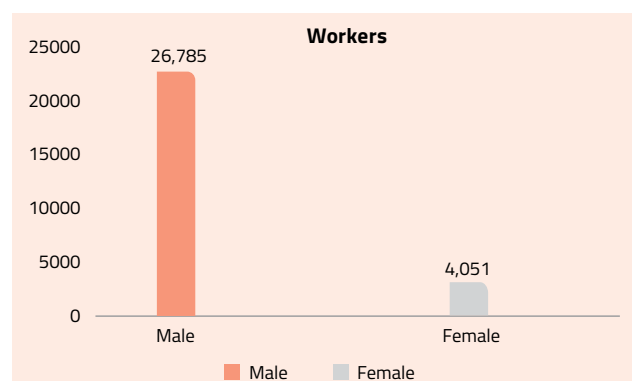
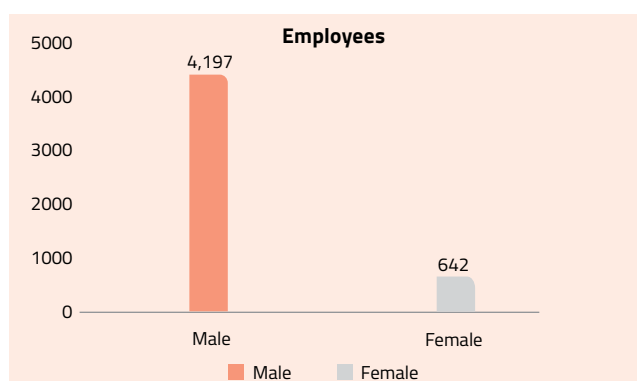
Hero MotoCorp is the world's largest motorcycles and scooters manufacturer. Company sells its products to customers across the globe and the products of the Company caters to adult customers of all ages and gender. It is a testimony of the trust our customers have bestowed on us, generation after generation that enabled the Company to be the largest selling motorcycle and scooter Company in the world (by volume).

## IV. EMPLOYEES

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

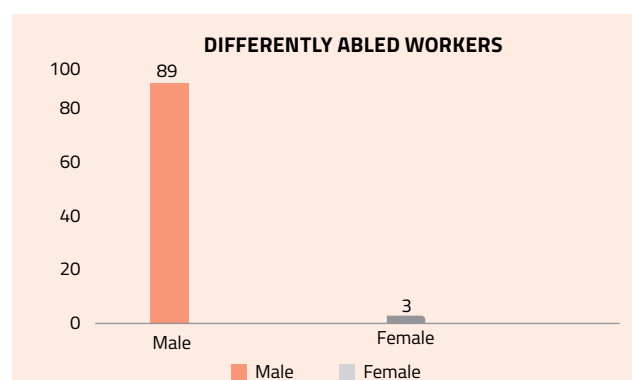
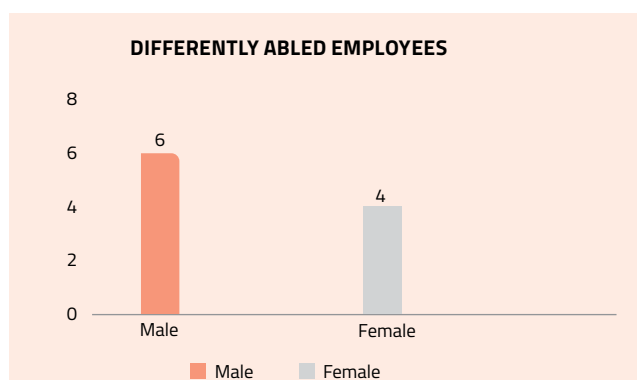
## a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	4,839	4,197	86.73	642	13.27
2.	Other than Permanent (E)	0	0	0.00	0	0.00
3.	Total employees (D + E)	4,839	4,197	86.73	642	13.27
WORKERS						
4.	Permanent (F)	4,688	4,679	99.81	9	0.19
5.	Other than Permanent (G)	26,148	22,106	84.54	4,042	15.46
6.	Total workers (F + G)	30,836	26,785	86.86	4,051	13.14



## b. Differently abled Employees and workers:

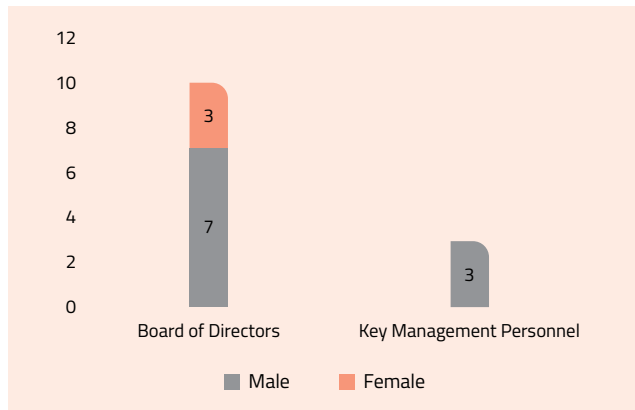
S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	10	6	60.00	4	40.00
2.	Other than Permanent (E)	0	0	0.00	0	0.00
3.	Total differently abled employees (D + E)	10	6	60.00	4	40.00
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	39	39	100.00	0	0.00
5.	Other than Permanent (G)	53	50	94.34	3	5.66
6.	Total differently abled workers (F + G)	92	89	96.74	3	3.26





## 21. Participation/Inclusion/Representation of women

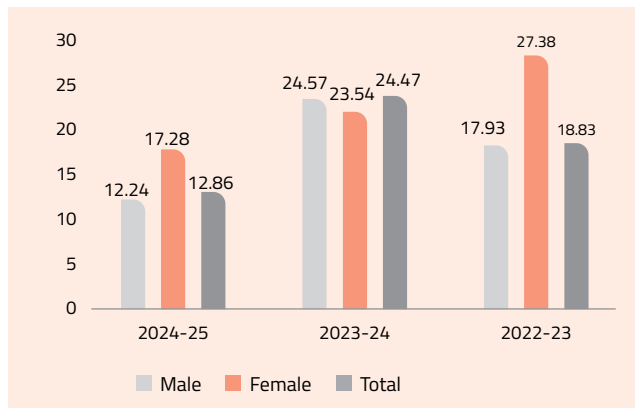
Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	3	30%
Key Management Personnel	3	0	0



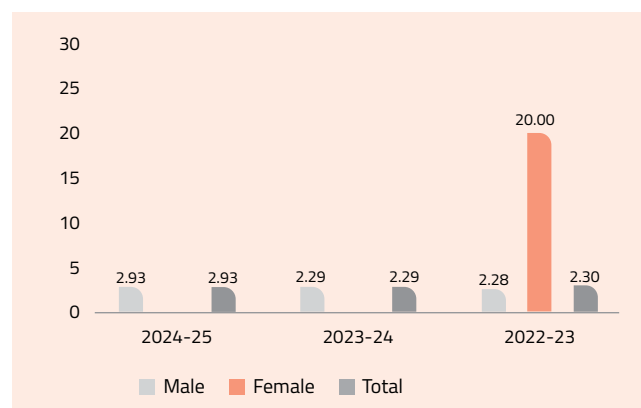
## 22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Particulars	FY 2024-25 (Turnover rate in current FY) [values in %]			FY 2023-24 (Turnover rate in previous FY) [values in %]			FY 2022-23 (Turnover rate in the year prior to the previous FY) [values in %]		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12.24	17.28	12.86	24.57	23.54	24.47	17.93	27.38	18.83
Permanent Workers	2.93	0.00	2.93	2.29	0.00	2.29	2.28	20.00	2.30

### Permanent Employees



### Permanent Workers



## V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

### 23. (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)
1	Hero FinCorp Limited	Associate	41.15	No
2	Ather Energy Limited	Associate	39.60	No
3	HMC MM Auto Limited	Subsidiary	60.00	No
4	HMCL Americas Inc.	Subsidiary	100.00	No
5	HMCL Netherland B.V.	Subsidiary	100.00	No
6	HMCL Colombia S.A.S.	Subsidiary	68.00	No
7	HMCL Niloy Bangladesh Limited	Subsidiary	55.00	No
8	Hero Tech Center Germany (GmbH)	Subsidiary	100.00	No

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

## VI. CSR DETAILS

## 24. CSR Details

Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
Turnover (in ₹)	₹ 40,756 crore
Net worth (in ₹)	₹ 19,807 crore

## VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	if Yes, then provide web-link for grievance redress policy	FY 2024-25			FY 2023-24		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html</a>	1	-	Resolved	-	-	NIL
Investors (other than shareholders)	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html</a>	-	-	-	-	-	-
Shareholders	Yes	<a href="https://www.heromotocorp.com/content/dam/hero-aem-website/en-in/company-section/investors/investor-relations/investor-relation-cards/Shareholders%27%20Referencer.pdf">https://www.heromotocorp.com/content/dam/hero-aem-website/en-in/company-section/investors/investor-relations/investor-relation-cards/Shareholders%27%20Referencer.pdf</a>	1,296	7	Pending Complaints Resolved in FY 2025-26	2,252	32	Pending Complaints Resolved in FY 2024-25
Employees and workers	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html</a>	41	3	-	13	-	-
Customers	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html</a>	32,115	103	99.68 % closed	23,015	283	98.77% closed
Value Chain Partners	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html</a>	11	1	-	7	1	-
Other	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/key-policies.html</a>	-	-	-	-	-	-

## 26. 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)
1	End of Life Vehicle	R	Navigating through the ELV-EPR obligation in the initial years will be challenging as the system is in a evolving phase which will create financial stress in the short-term.	Develop a robust value chain by ensuring a steady feedstock supply, partnering with RVSFs and recyclers, and make attractive proposition for customers to get them into organised market from unorganised market.	Negative Implications

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)
2	Diversified EV portfolio	0	Strategic partnership with Euler Motors, a leading manufacturer in electric 3-wheeler space. The partnership will help in becoming a reckoning force in overall EV domain.	1. R&D on emerging mobility vehicles. 2. Diversifying the EV portfolio. 3. Expanding our market within and outside India. 4. Accelerating charging infrastructure for expanding EV adoption.	Positive Implications

## 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 chain.
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 consumers in a responsible manner.

[illegible]

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4	<b>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</b>	Robust vigilance mechanism in compliance with the provision of the Companies Act, 2013 and SEBI Regulations.	ISO 9001 - Quality Management Systems IATF 16949 - Quality Management Systems for Automotive Production ISO 17025 - General Requirements for the Competence of Testing and Calibration Laboratories	ISO 45001 - Occupational Health and Safety Management Systems ISO 22000 - Food Safety Management Systems	International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information GRI Standards - Global Reporting Initiative Standards for Sustainability Reporting S&P Global Corporate Sustainability Assessment (CSA) - Assessment framework for corporate sustainability performance	UN Global Compact and UN Guiding Principles on Business and Human Rights	ISO 14001 - Environmental Management Systems ISO 50001 - Energy Management Systems Carbon Disclosure Project (CDP) on Climate Change & Water - Framework for environmental disclosure	National Guidelines on Responsible Business Conduct (NGRBC)	United Nations Sustainable Development Goals (UN SDGs)	ISO 27001 - Information Security Management Systems ISO 9001 - Quality Management Systems
5	<b>Specific commitments, goals and targets set by the entity with defined timelines, if any</b>	Hero MotoCorp aims to embed sustainability into its long-term strategy by focusing on responsible business practices, fostering inclusive growth and contributing to a low carbon future. Our sustainability goals are: 1. 100% Carbon Neutral Operations (Scope 1+2) by 2030 2. 100% Zero Waste-to-Landfill Facilities by 2025 3. 500% Water Positive Facilities by 2025 4. 100% Green Dealerships by 2030 5. 95% Product Recyclability by 2025 6. 30% Gender Diversity by 2030								
6	<b>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	Performance on specific targets are as under: 1. Carbon Neutral Operations (Scope 1+2) - Achieved 53% carbon neutrality in FY 2024-25 2. Zero Waste-to-Landfill Facilities - Achieved 100% in FY 2023-24, one year ahead of target year 3. Water Positive Facilities - Achieved 500% water positivity 4. Green Dealerships - Achieved 30% in FY 2024-25 5. Product Recyclability - All our products are more than 95% recyclable as per AIS 129. 6. Gender Diversity - Achieved 13.2% in FY 2024-25								
	<b>Governance, leadership and oversight</b>									
7	<b>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b>	Sustainability remains at the core at Hero MotoCorp as we strive to shape a more inclusive, equitable and sustainable future. This commitment is more than a motto; it demonstrates our responsibility towards the environment, society, and our stakeholders. Over the years, we've made steady progress towards our Environmental, Social, and Governance (ESG) goals: 1. 100% carbon neutral operation by 2030 and achieved 53% carbon neutrality in FY 2024-25; 2. 100% Zero Waste-to-Landfill Facilities by 2025 achieved in FY 2023-24, one year ahead of target year; 3. Achieved 500% Water Positive Facilities by FY 2025; 4. 100% Green Dealerships by 2030 and achieved 30% by FY 2025; 5. 95 % product recyclability by 2025 and all our products are more than 95% recyclable as per AIS 129; and 6. 30% Gender Diversity by 2030 - 13.2% Gender Diversity in FY 2024-25. As we move forward, Hero MotoCorp remains steadfast in its ESG commitments—adopting a future-focused approach that combines innovation, responsibility, and empathy. Our journey is not just about compliance; it is about creating real impact—for our planet, our people, and the generations to come.								
8	<b>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	Name: Mr. Vikram S. Kasbekar Designation: Executive Director & Acting CEO DIN: 00985182								
9	<b>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.</b>	Yes, Sustainability and Corporate Social Responsibility Committee ('SCSR'). As on March 31, 2025, the SCSR consists of the following members: 1. Dr. Pawan Munjal - Executive Chairman and Chairman of the SCSR Committee, 2. Mr. Pradeep Dinodia - Non-Executive Director and Member of the SCSR Committee, 3. Prof. Jagmohan Singh Raju - Independent Director and Member of the SCSR Committee, 4. Ms. Tina Trikha - Independent Director and Member of the SCSR Committee								





<b>10 Details of review of NGRBCs by the Company</b>	
<b>Subject</b>	<b>Indicate whether review was undertaken by Director /Committee of the Board / Any other Committee</b>
Performance against above policies and follow up action	Committee of the Board
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Any other Committee-
<b>Subject</b>	<b>Frequency (Annually / Half-yearly / Quarterly/ Any other-please specify)</b>
Performance against above policies and follow up action	Quarterly
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Quarterly
<b>11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No) If yes, provide name of the agency.</b>	Yes, Bureau Veritas (India) Private Limited
<b>12 If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated</b>	
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	
It is planned to be done in the next financial year (Yes/No)	
Any other reason (please specify)	

## SECTION C : PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible

### 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	%age of persons in respective category covered by the awareness programmes
Board of Directors	9	Covering all principles	100
Key Managerial Personnel	9	Covering all principles	100
Employees other than BoD and KMPs	72	SheLeads, Business Accounting, Code of Conduct, Prevention of Sexual Harassment at Work, Cyber Security, Insider Trading, Cyber Crime, Basic First Aid & CPR , Value Immersion, Gender Sensitisation, Safety Training, Five Star Occupational Health & Safety Audit, Vehicle COP Compliance First Aid & Ergonomics, Industry 4.0, Lubrication Training, Problem Solving Tool & Techniques, Gender Sensitisation, POSH GENERAL AWARENESS- IC MEMBERS AND IC SPOC, Mental Wellness- Empowering Strategies for Psychological Agility Training, Feminine Pause, Gender Debates : Laws for women, Brahmakumaris-Making Work a Pleasure	100
Workers	35	Wellbeing, Safety, POSH, Basic First Aid, Sanskar training, Code of Conduct, Driving & Safety, Electrical Safety, Fire & Trolley Safety, POSH, Etiquette & Sanitation Awareness, Basic Computers, Self Hygiene etc.	100

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine				
Settlement			Not Applicable	
Compounding fee				

**Non-Monetary**

NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment		Not Applicable		

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
	Not Applicable

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

Yes, the Company has a Anti-Corruption and Anti-bribery policy. The policy reiterates Company's stance of zero tolerance towards bribery and corrupt practices. The Anti-Bribery and Anti-Corruption Policy ensures compliance with applicable laws prohibiting improper payments, gift(s) or incentives of any kind or donations or otherwise offered or received from any person, including Third Parties and / or Government Public Official(s), in the private sector and customers in order to obtain any favours, influence business decisions or take any form of unfair advantage. The policy is available on the website of the Company at [https://www.heromotocorp.com/content/dam/hero-aem-website/in/en-in/company-section/reports-and-policies/policies/pdfs/HMCL\\_Anti\\_Bribery\\_and\\_Anti\\_Corruption\\_Policy\\_v2\\_06\\_Dec\\_2023.pdf](https://www.heromotocorp.com/content/dam/hero-aem-website/in/en-in/company-section/reports-and-policies/policies/pdfs/HMCL_Anti_Bribery_and_Anti_Corruption_Policy_v2_06_Dec_2023.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 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

**8. Number of days of accounts payables ((Accounts payable \*365)/ Cost of goods / services procured) in the following format:**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	64.01	62.66

**9. Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.01	0.00
	b. Number of trading houses where purchases are made from	2.00	1.00
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100.00	100.00
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	98.89	100.00
	b. Number of dealers / distributors to whom sales are made	1054.00	959.00
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	3.99	3.97
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	7.17	7.12
	b. Sales (Sales to related parties as % of Total Sales)	2.59	1.29
	c. Loans & advances given to related parties as % of Total loans & advances	0.00	0.00
	d. Investments in related parties as % of Total Investments made	0.25	1.43

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
5	Quality manual awareness session	33.00

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

**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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	1.40	1.80	1. Energy Security;
Capex	86.00	66.40	2. Lower carbon emission;
			3. Better air quality
			4. Self- reliance;
			5. Increasing farmer's income;
			6. Employment generation, and;
			7. Greater Investment opportunities

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)  
Yes, the Company has released the sustainable procurement guidelines and all the supply chain partners have consented to abide by these guidelines.
- b. If yes, what percentage of inputs were sourced sustainably?  
100%
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)**  
The post-consumer plastic packaging waste generated from product and spares are disclosed under Extended Producer Responsibility (EPR) obligations. Waste management agencies and authorised recyclers are engaged to fulfil the EPR targets.
- (b) **E-waste**  
The e-waste segregated at RVSF is disposed of to the authorised e-waste recyclers.
- (c) **Hazardous waste**  
Waste like used oil and other hazardous waste are disposed of to authorised recyclers.
- (d) **other waste.**  
The parts like steel and aluminum, ferrous and non-ferrous are sent for recycling.
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 to HMCL's activities. Further, HMCL's waste collection plan is in line with the EPR plan submitted to Pollution Control Board.

## LEADERSHIP INDICATORS

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

Yes

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	If yes, provide the web-link.
30911	HF Deluxe VIDA-V2, HD-X440, SPLENDOR PLUS-XTEC	29	Impacts were calculated life cycle stage wise during the life cycle over cradle to grave system boundary based on ISO 14040/44.	Yes	Yes	<a href="https://www.heromotocorp.com/en-in/company/reports-and-policies/reports.html">https://www.heromotocorp.com/en-in/company/reports-and-policies/reports.html</a>

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

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



Name of Product / Service	Description of the risk / concern	Action Taken
"Super Splendor, Galmour, Passion, HF Deluxe"	Fuel economy reduced by 6% after E20 Introduction	Efficiency reduction mitigated by engineering change in engine. Hence substantial reduction in scope 3 emissions.
Dead Volume of fuel in Fuel tank	Fuel which is always remains in fuel tank unused and utilised	Fuel Dead volume reduced in fuel tank by 0.5 Litres (58% reduction), hence substantial reduction in scope 3 emissions.

### 3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Steel	10.20	12.70
Aluminium	60.50	60.50

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

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	1,470	0	0	1,437
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	0	0	0	0
Other waste						

Plastic packaging that goes with our products & parts is collected with the help of waste management agency and safely disposed to authorised recyclers.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Plastic Packaging	100%

We are registered with the CPCB as Brand owner under PWM Rules 2016. The EPR Action plan is submitted annually to the CPCB where our liability gets calculated. We have tied up with various plastic waste processors who provide the EPR Credits. Similarly, we have registered as Producer under Battery Management Rules 2022. We have submitted our EPR action plan to the CPCB. Our liability starts from FY 2026-27.

## 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	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	4,197	4,197	100.00	4,197	100.00	0	0.00	4,197	100.00	4,197	100.00
Female	642	642	100.00	642	100.00	642	100.00	0	0.00	642	100.00
<b>Total</b>	<b>4,839</b>	<b>4,839</b>	<b>100.00</b>	<b>4,839</b>	<b>100.00</b>	<b>642</b>	<b>13.27</b>	<b>4,197</b>	<b>86.73</b>	<b>4,839</b>	<b>100.00</b>
<b>Other than Permanent employees</b>											
Male	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Female	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	4,679	4,679	100.00	4,679	100.00	0	0.00	4,679	100.00	4,679	100.00
Female	9	9	100.00	9	100.00	9	100.00	0	0.00	9	100.00
Others	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	4,688	4,688	100.00	4,688	100.00	9	0.19	4,679	99.81	4,688	100.00
Other than Permanent workers											
Male	22,106	22,106	100.00	22,106	100.00	0	0.00	718	3.25	22,106	100.00
Female	4,042	4,042	100.00	4,042	100.00	4,042	100.00	0	0.00	4,042	100.00
Others	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	26,148	26,148	100.00	26,148	100.00	4,042	15.46	718	2.75	26,148	100.00

## c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2024-25	FY 2023-24
i) Cost incurred on wellbeing measures as a % of total revenue of the company	0.07	0.06

## 2. Details of retirement benefits :

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	NA	100	100	NA
ESI	100	100	Yes	100	100	Yes
Others - please specify	-	-	-	-	-	-

## 3. Accessibility of workplaces

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

Yes

## 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 has adopted an Equal Opportunity Policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and the rules framed thereunder. The policy is on the Company's intranet and is available to internal stakeholders. We also have Human rights policy in place which encourages an inclusive work environment, wherein diversity is valued, and equal opportunities are available to all the employees and stakeholders.

<https://www.heromotocorp.com/content/dam/hero-aem-website/in/en-in/company-section/reports-and-policies/policies/pdfs/Human-Rights-Policy-HRP.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	100.00	88.26	100	100
Female	100.00	73.08	0.00	0.00
<b>Total</b>	<b>100.00</b>	<b>86.72</b>	<b>100.00</b>	<b>100.00</b>



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

	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	Yes	<ol style="list-style-type: none"> <li>1. Union Representatives raise concerns on behalf of the workforce through Union &amp; Mgmt. Meeting</li> <li>2. Various Committees i.e. Canteen, Safety, Sports, cultural &amp; participation and suggestion platforms to address specific workplace grievances &amp; issues.</li> <li>3. Regular Connect facilitate open dialogue with management.</li> </ol>
Other than Permanent Workers	Yes	<ol style="list-style-type: none"> <li>1. Various Committee/CFTs i.e Canteen, Safety, Sports, Cultural, Awareness address specific workplace issues.</li> <li>2. Regular Connect facilitate open dialogue with management.</li> <li>3. HR helpdesk on daily basis to solve grievances and support individual and group of employees</li> </ol>
Permanent Employees	Yes	<ol style="list-style-type: none"> <li>1. Open Door Policy for direct communication with managers/HR.</li> <li>2. Regular Connect facilitate open dialogue with management.</li> <li>3. BetterWorks etc. to share feedback and grievances confidentially.</li> </ol>
Other than Permanent Employees	Yes	<ol style="list-style-type: none"> <li>1. Open Door Policy for direct communication with managers/HR.</li> <li>2. Regular Connect facilitate open dialogue with management.</li> <li>3. Focus Group Discussion for direct communication with managers/HR.</li> </ol>

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

Category	FY 2024-25			FY 2023-24		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	4,839	0	0.00	4,508	0	0.00
- Male	4,197	0	0.00	4,004	0	0.00
- Female	642	0	0.00	504	0	0.00
<b>Total Permanent Workers</b>	4,688	3,331	71.05	4,717	3,392	71.91
- Male	4,679	3,331	71.19	4,709	3,392	72.03
- Female	9	0	0.00	8	0	0.00

**8. Details of training given to employees and workers:**

Category	FY 2024-25						FY 2023-24			
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	4,197	529	12.60	2,864	68.24	4,004	450	11.24	3,179	79.40
Female	642	192	29.91	551	85.83	504	79	15.67	435	86.31
<b>Total</b>	<b>4,839</b>	<b>721</b>	<b>14.90</b>	<b>3,415</b>	<b>70.57</b>	<b>4,508</b>	<b>529</b>	<b>11.73</b>	<b>3,614</b>	<b>80.17</b>
<b>Workers</b>										
Male	4,679	4,679	100.00	4,679	100.00	4,709	4,709	100.00	4,709	100.00
Female	9	9	100.00	9	100.00	8	8	100.00	8	100.00
<b>Total</b>	<b>4,688</b>	<b>4,688</b>	<b>100.00</b>	<b>4,688</b>	<b>100.00</b>	<b>4,717</b>	<b>4,717</b>	<b>100.00</b>	<b>4,717</b>	<b>100.00</b>

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	4,197	4,197	100.00	4,004	4,003	99.98
Female	642	642	100.00	504	504	100.00
Others	0	0	0.00	0	0	0.00
<b>Total</b>	<b>4,839</b>	<b>4,839</b>	<b>100.00</b>	<b>4,508</b>	<b>4,507</b>	<b>99.98</b>
<b>Workers</b>						
Male	4,679	4,679	100.00	4,709	4,709	100.00
Female	9	9	100.00	8	8	100.00
Others	0	0	0.00	0	0	0.00
<b>Total</b>	<b>4,688</b>	<b>4,688</b>	<b>100.00</b>	<b>4,717</b>	<b>4,717</b>	<b>100.00</b>

## 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 Management system cover the entire operations of our plants and facilities. All our plants are certified for ISO 45001. The system covers all aspects of Hazard management and control, safety training, regulatory compliances, fire prevention and control, management of chemicals substances, healthy working conditions, etc. The Company has established a system in place to support the value chain partners as well as to assess the risk in the value chain. Apart from this the company is also adopted the Five Star Rating System of the British Safety Council where Gurugram Plant has achieved the Five Star Rating and the prestigious Sword of Honour Award. Other Plants are in the process of implementing the same.

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

At Hero MotoCorp, Hazard Management is done through a structured and documented procedure namely "Hazard Identification and Risk Assessment" (HIRA) where all the risks of particular section are captured and assessed. Hazards are categorised into Physical, Mechanical, Electrical, Chemical, Biological and Others. The main element of HIRA is to identify all materials, agents, conditions or activities with the potential to cause injury or illness, damage to the business and its property. While carrying out Hazard Assessment, all the activities in each section is selected, Hazard assessment conducted to identify the significant risks. For all the significant risks, control measures are defined to mitigate the risks as per the Hierarchy of safety controls. More focus is given on elimination of Hazards and engineering controls. Other technique of risk assessment like Quantitative Risk Assessment (QRA) and HAZOP are also deployed in certain areas.

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

Yes, the workers are empowered to report unsafe and unhealthy working conditions, to their immediate supervisor/safety committee, who will promptly investigate the situation and take appropriate corrective actions. The contact numbers of safety department are displayed at prominent place, the worker are free to call and report the issues directly.

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

Yes

The employees and worker can access to health center 24 X 7 and can take treatment for non-occupational medical services. OPD's and health camps are also organised to help the employees to access non occupational medical care. Online consultation with the doctors are available to all employees through platforms like mfine, 1 to1 help, etc.



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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.19	0.24
	Workers	0.26	0.35
Total recordable work-related injuries	Employees	3	3
	Workers	11	14
No. of fatalities	Employees	1	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*Including in the contract work force

**12. Describe the measures taken by the entity to ensure a safe and healthy work place.**

Risk assessment methods are used to decide on priorities and to set objectives for eliminating and reducing risks. Wherever possible, risks are eliminated through selection and design of facilities, equipment and processes. If risks cannot be eliminated, they are minimised by the use of physical controls or, as a last resort, through systems of work and personal protective equipment. Performance standards are established and used for measuring achievement. Specific actions to promote a positive health and safety culture are identified in the plant. Various safety promotional activities are organised in the plant to ensure safe and healthy work place viz. celebration of safety month, several contest (spot the hazards, near miss capturing, safety quiz, etc.), distribution of hazard specific safety leaflet, traffic safety leaflet distributed to all employee, various type of medical camp in plant for employee & their family, behavior based safety training among employee, plant safety audit conducted by competent person, ergonomic study at various stages, strengthening workplace monitoring (Lux, Noise, Dust, VOC, CO, etc.) and continued employee Health checkup programs.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

**14. Assessments for the year:**

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

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

Corrective and preventive actions are taken after root cause analysis of every incident. All corrective and preventive action have been implemented for the reported incidents, if any. No actions are currently in process.

**LEADERSHIP INDICATORS****1. Does the entity extend any life insurance or any compensatory package in the event of death of****a. Employees (Y/N)**

Yes

**b. Workers (Y/N).**

Yes

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

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

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	1	0	0	0
Workers	0	0	0	0

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)

No

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	41
Working Conditions	41

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

The risk identified during the safety assessment of each supplier are closed by the respective supplier with a proper action plan. No significant risk are pending for action.

## 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.

Stakeholders are key individuals or groups that significantly influence and impact our organisation's operations. We recognize that our activities are shaped by a diverse range of stakeholders. We proactively identify and map both our internal and external stakeholders, including employees, customers, shareholders, investors, non-governmental organisations (NGOs), local communities, dealers, suppliers, media, government entities, regulators, industrial associations, rating agencies and the broader industry ecosystem. Understanding and addressing the needs and concerns of our stakeholders in a transparent and ethical manner is paramount for building strong, long-lasting relationships. By placing a strong emphasis on stakeholder engagement, we ensure our alignment with their expectations, effectively mitigating risks and enhancing our reputation in the marketplace. For more information, details of Stakeholder Engagement section will be available in our annual Sustainability Report for 2024-25.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes / No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Notice Board	Ongoing	Discussion on long-term strategy and welcome their insights and perspective.
Customers	No	Advertisement	Ongoing	Customer feedback on product and services, Digital engagements and rewards.
Suppliers	No	E-mail	Ongoing	Discussion on business volume, quality, assessments and audits including sustainability aspects.
Regulatory agencies and government institutions	No	E-mail	As and when required	Statutory compliance, Policy strengthening and social economic benefits to stakeholders.



Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes / No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Website, E-mail	As and when required	Dividend distribution, Updates on new product launches, Addressing their key concern areas, Industry specific inputs.
Local Community	Yes	Community Meetings	Ongoing	Promote activities to raise awareness on green, safe and sustainable living for inclusive prosperity.
International organisations and rating agencies	No	E-mail	As and when required	Understand rating agency requirements and create an action plan to improve upon the ratings.
Dealerships	No	E-mail	Ongoing	Capacity building sessions for knowledge sharing, pre-delivery inspection quality check points and customer grievance redressal mechanism.
Industrial associations	No	Other	As and when required	Cross-industrial collaborations, Emerging regulations, industry response and preparedness and timely compliances.

## LEADERSHIP INDICATORS

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

The organisation has identified key internal and external stakeholders to achieve its SCSR initiatives to make a 'Greener, Safer and Equitable' world. This is done through a process of thorough need assessment in the field, followed by a conceptualisation of the project appropriate for the community and onboarding of subject matter experts to ensure proper implementation. The Board is kept abreast of them through quarterly meetings. Feedback is sought from the SCSR committee to shape our way forward.

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

Yes, as the process of consultation between stakeholders is described above, all the stakeholders play a key role in identifying and working on the CSR projects. For Example - In Farm Ponds and Community Ponds Project under Water conservation initiatives, we conduct need assessments where feedback from villagers, panchayats, block district officers, and many more to decide on the most appropriate locations for its implementation.

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

Hero MotoCorp, under its SCSR umbrella, focuses on prioritising the concerns of the vulnerable/marginalised groups and empowering them to drive positive change within society. An example of this is the CSR flagship project 'Saksham'. Launched in collaboration with the Automotive Skills Development Council (ASDC), the project is designed to train and develop women to become two-wheeler technicians covering Electric Vehicles (EVs), Internal Combustion Engines (ICEs), and sales domains. There are a total of 8 courses under the project. 'Saksham' aims to bridge the skills and employment gap while enhancing gender diversity in the automotive sector. Recognising the fact that socio-economic factors often limit women's access to such opportunities due to societal biases, 'Saksham' seeks to empower women, fostering independence and growth. After the successful implementation of the Pilot project of 'Saksham', the project has been up scaled to a new level where we are reaching out to a wider group of vulnerable/marginalised women of both rural and urban communities. Since its inception in 2024, Saksham has successfully trained 4,113 women, with 3,555 candidates certified and 1,660 securing employment across diverse industries — marking a significant milestone in advancing women's participation in technical fields. Mobilization, which is the critical aspect of the project, has been pushed further to reach out to the maximum number of potential women candidates and to encourage them to apply for the training program. The success of the Pilot project serves as a testament and encourages them as well as their families to move past their prejudiced thinking and make them cognizant of their daughter's potential to be financially independent and support their families. Additionally, 404 beneficiaries were provided with various skill courses training through Jeevika Centres including stitching & sewing, beauty therapist, and tally course.

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

## PRINCIPLE 5

## BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

## ESSENTIAL INDICATORS

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	4,839	4,839	100.00	4,508	4,508	100.00
Other than permanent	0	0	0.00	0	0	0.00
<b>Total Employees</b>	<b>4,839</b>	<b>4,839</b>	<b>100.00</b>	<b>4,508</b>	<b>4,508</b>	<b>100.00</b>
<b>Workers</b>						
Permanent	4,688	4,688	100.00	4,717	4,717	100.00
Other than permanent	26,148	0	0.00	24,741	0	0.00
<b>Total Workers</b>	<b>30,836</b>	<b>4,688</b>	<b>15.20</b>	<b>29,458</b>	<b>4,717</b>	<b>16.01</b>

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

	FY 2024-25					FY 2023-24				
Category	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	4,839	0	0.00	4,839	100.00	4,508	0	0.00	4,508	100.00
Male	4,197	0	0.00	4,197	100.00	4,004	0	0.00	4,004	100.00
Female	642	0	0.00	642	100.00	504	0	0.00	504	100.00
Other than permanent	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Male	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Workers										
Permanent	4,688	0	0.00	4,688	100.00	4,717	0	0.00	4,717	100.00
Male	4,679	0	0.00	4,679	100.00	4,709	0	0.00	4,709	100.00
Female	9	0	0.00	9	100.00	8	0	0.00	8	100.00
Other than permanent	26,148	0	0.00	200	0.76	24,741	24,741	100.00	0	0.00
Male	22,106	0	0.00	100	0.45	20,758	20,758	100.00	0	0.00
Female	4,042	0	0.00	100	2.47	3,983	3,983	100.00	0	0.00

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

## a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in crore)	Number	Median remuneration/salary/wages of respective category (₹ in crore)
Board of Directors (BoD)	7	1.57	3	0.72
Key Managerial Personnel	3	7.75	-	-
Employees other than BoD and KMP	4,194	0.17	642	0.13
Workers	4,679	0.10	9	0.03

## b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024-25	FY 2023-24
Gross wages paid to females	1,117,370,941	839,260,420
Total wages	15,018,956,360	13,313,716,707
Gross wages paid to females (Gross wages paid to females as % of total wages)	7.44	6.30



**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

We have various committees within the Company responsible for addressing human rights impacts or issues caused or contributed by the business, such as POSH Committee and Ethics Committee.

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

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

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

	FY 2024-25			FY 2023-24		
	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	14	3	Resolution under progress	8	3	Resolution under progress
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	14	8
Complaints on POSH as a % of female employees / workers	0.30	0.18
Complaints on POSH upheld	5	6

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

The Company's vigil mechanism/Whistle Blower policy to ensure protection of the complainant from discrimination, victimisation, retaliation or adoption of any unfair employment practices.

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

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

**10. Assessments for the year:**

% 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	

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

Not Applicable.

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

## LEADERSHIP INDICATORS

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

The Company has introduced a well-defined Human Rights policy. The Code of Conduct of the Company is based on GBS Codex and respects the rights of its employees. The Company regularly sensitises its employees on the Code of Conduct through various training programmes. At Hero MotoCorp, we believe in providing equal opportunities and platforms to hear the voices of our employees to capture employee grievances including human rights grievances/complaints. In order to achieve so, we have taken several initiatives to hear the voice of our employees to capture employee grievances including human rights/complaints. In order to achieve so, we have taken several initiatives to hear our employees and provide the necessary solutions to the concerns raised by them. Such initiatives include fortnightly meetings at the shop floor. Monthly CFT meetings, Open House, provision of HR Helpdesk to capture and address grievances.

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

Please refer to the response mentioned in point no 1 above of the leadership indicators.

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

Yes

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

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual harassment	100
Discrimination at workplace	100
Child Labour	100
Forced/involuntary Labour	100
Wages	100
Others - please specify	-

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

NA

## 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	Please specify unit	FY 2024-25	FY 2023-24
<b>From renewable sources</b>			
Total electricity consumption (A)	Gigajoule	179,095.00	71,491.00
Total fuel consumption (B)	Gigajoule	0.00	0.00
Energy consumption through other sources (C)	Gigajoule	0.00	0.00
<b>Total energy consumed from renewable sources (A+B+C)</b>	Gigajoule	179,095.00	71,491.00
<b>From non-renewable sources</b>			
Total electricity consumption (D)	Gigajoule	349,336.00	413,419.00
Total fuel consumption (E)	Gigajoule	317,369.00	356,305.00
Energy consumption through other sources (F)	Gigajoule	0.00	0.00
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	Gigajoule	666,705.00	769,724.00
<b>Total energy consumed (A+B+C+D+E+F)</b>	Gigajoule	845,800.00	841,215.00
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GigajoulePerINR	0.00	0.00
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	GigajoulePerINR	0.00	0.00
<b>Energy intensity in terms of physical output</b>	Gigajoule	0.00	0.00
Energy intensity (optional) - the relevant metric may be selected by the entity	Gigajoule	0.14	0.15



**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, Bureau Veritas (India) Private Limited

- 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 Yes**

Dharuhera, Gurugram & Haridwar plants has been identified as the designated consumer. We have completed the mandatory energy audit by M/s AZ Energy, but NO PAT target has been provided for Hero MotoCorp Ltd. so far.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>			
(i) Surface water	kilolitres	115,932.00	116,975.00
(ii) Groundwater	kilolitres	530,596.00	507,561.00
(iii) Third party water	kilolitres	138,049.00	132,642.00
(iv) Seawater / desalinated water	kilolitres	0.00	0.00
(v) Others	kilolitres	0.00	0.00
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	kilolitres	784,577.00	757,178.00
<b>Total volume of water consumption (in kilolitres)</b>	kilolitres	784,577.00	757,178.00
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	kilolitres	0.00	0.00
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	kilolitres	0.00	0.00
<b>Water intensity in terms of physical output</b>	kilolitres	0.00	0.00
<b>Water intensity</b> (optional) - the relevant metric may be selected by the entity	kilolitres	0.13	0.14

**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, Bureau Veritas (India) Private Limited

- 4. Provide the following details related to water discharged:**

Parameter	Please specify unit	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i) To Surface water	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(ii) To Groundwater	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(iii) To Seawater	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(iv) sent to third-parties	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
(v) Others	kilolitres	0.00	0.00
- No treatment	kilolitres	0	0
- With treatment - please specify level of treatment	kilolitres	0	0
<b>Total water discharged (in kilolitres)</b>	kilolitres	0.00	0.00

**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, Bureau Veritas (India) Private Limited

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

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

Yes, the Zero Liquid Discharge (ZLD) plant comprises of Ultra Filtration (UF), three stage Reverse Osmosis (RO) plant. Ultra Filtration: The treated effluent from the outlet of ETP is passed through UF a modern process technology to purify water for a wide range of applications, including semiconductors, food processing, biotechnology, pharmaceuticals, power generation, sea water desalting, and municipal drinking water. Reverse Osmosis: The permeate of the UF is passed through 3 stages of RO the water moves to the salty side of the membrane until equilibrium is achieved. The permeate of each stage is used back in the process, the reject of each stage of RO become feed for the next stage of the RO. The Final concentrated reject from RO stage 3 is sent to Multi Effect Evaporator (MEE). Multi Effect Evaporator: The Multi effect evaporator vaporises the rejected water with High TDS in 3 stages under vacuum, the condensate from each stage is used back into the process. The solidified salt from the agitated thin film drier (ATFD) is collected in HDPE bags and sent for secured landfill/Co-processing.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Tonne	14.50	22.90
SOx	Tonne	1.10	3.70
Particulate matter (PM)	Tonne	9.90	7.20
Persistent organic pollutants (POP)	Tonne	0.00	0.00
Volatile organic compounds (VOC)	Tonne	0.00	0.00
Hazardous air pollutants (HAP)	Tonne	0.00	0.00
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, Bureau Veritas (India) Private Limited

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:  
Whether greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity is applicable to the company?

Yes

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> ( Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	19,938.00	21,375.00
<b>Total Scope 2 emissions</b> ( Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	70,547.00	82,224.00
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> ePerINR	0.00	0.00
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> ePerINR	0.00	0.00
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	tCO <sub>2</sub> e	0.00	0.00
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b>	KgCO <sub>2</sub> e/Vehicle	15.30	18.60

**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, Bureau Veritas (India) Private Limited

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

Yes, several projects have been taken to reduce Green House Gas emission and to improve the energy efficiency in the plants. The details of the key energy conservation project implemented are as under: I. Replacement of fixed speed chillers with variable speed chillers in engine assembly. II. Reducing compressed air losses by reduction leakage in high air consumption area. III. Reduction of Auxiliaries consumption by providing radiator & optimising operation of cooling tower. IV. Energy saving by controlling Lights & fans from SCADA/HMI in shop Floors. V. Reduction in energy consumption in plant FDVs by optimising operations. VI. Pump size optimisation in gardening area watering systems in order to reduce energy consumption. VII. Reduction of energy consumption in VRV (variable refrigerant volume) through centralised monitoring in Cockpit VIII. Running hour optimisations of bigfoot to save energy. IX. Cooling tower fan interlocking with temperature controller to reduce the power consumption. X. Replacement of conventional fans in AHU by EC fans to save





energy. XI. Software upgradation and interlocking blower in IMV shakers machines to save energy. XII. Modification of Compressed air piping distribution to lower the energy consumption by switching off idle compressor.

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

Parameter	Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)			
Plastic waste (A)	metric tonnes	1,617.00	1,678.00
E-waste (B)	metric tonnes	17.92.00	6.40
Bio-medical waste (C)	metric tonnes	0.41	0.30
Construction and demolition waste (D)	metric tonnes	4,276.00	2,394.70
Battery waste (E)	metric tonnes	121.80	101.00
Radioactive waste (F)	metric tonnes	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	2,056.00	1,786.00
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	metric tonnes	10,987.00	10,859.00
<b>Total (A+B + C + D + E + F + G + H)</b>	metric tonnes	<b>19,076.13</b>	<b>16,825.40</b>
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)</b>	metric tonnes	0.00	0.00
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)</b>	metric tonnes	0.00	0.00
<b>Waste intensity in terms of physical output</b>	metric tonnes	0.00	0.00
<b>Waste intensity (optional) - the relevant metric may be selected by the entity</b>	metric tonnes	0.00	0.00
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>			
<b>Category of waste</b>			
(i) Recycled	metric tonnes	24.8	0
(ii) Re-used	metric tonnes	5,128	3,844.2
(iii) Other recovery operations	metric tonnes	0	0
<b>Total</b>	metric tonnes	<b>5,152.80</b>	<b>3,844.20</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>			
<b>Category of waste</b>			
(i) Incineration	metric tonnes	0.4	0.3
(ii) Landfilling	metric tonnes	0	0
(iii) Other disposal operations	metric tonnes	13,546	12,980.8
<b>Total</b>	metric tonnes	<b>13,546.40</b>	<b>12,981.10</b>

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?(Y/N)**  
**If yes, name of the external agency.**

Yes, Bureau Veritas (India) Private Limited

Note: The Waste disposed (13546 MT) in the category "Other disposal operations" includes Waste Send for coprocessing in cement plants & Waste send to authorised recyclers for recycling.

**10. 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.**

We have a robust mechanism of waste management which promotes reducing its waste at the source, promoting sustainable packaging and adopting method to utilise waste as resource for others i.e. co-processing in cement industries. Another such example is upcycling of grinding sludge which is converted to ferric alum which becomes useful resources to textile industry and other water treatment industries. We have also adopted innovative technologies to eliminate process waste i.e. introduction of water based painting which creates zero VOC's, zero paint sludge and low water consumption. The Company also embarked upon the journey of Zero Waste to Landfill from 2018-19 to 2024-25 where all our plants are certified as Zero Waste to Landfill. Elimination of single use plastic was another initiatives where all our plants were certified as "Single Use Plastic Free" Plants.

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT

11. 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:

S. 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 there of and corrective action taken, if any.
Not Applicable				

12. 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
Environmental impact assessment (EIA) was conducted for base line assessment for our upcoming project (Global Part Centre) at Tirupati Plant					

13. 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-compliance, in the following format:

Yes, the Company is complying with all applicable environment law/ regulations/ guidelines in India.

## LEADERSHIP INDICATORS

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

Water withdrawal, consumption and discharge in areas of water stress

(i)	Name of the area	Haryana and Rajasthan	
(ii)	Nature of operations	Manufacturing of two-wheelers, Global Parts Center and Research & Development	
(iii) Water withdrawal, consumption and discharge in the following format:			
Parameter	Please specify unit	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)			
Surface water	kilolitres	0.00	0.00
Groundwater	kilolitres	277,770.00	271,106.00
Third party water	kilolitres	138,049.00	132,642.00
Seawater / desalinated water	kilolitres	0.00	0.00
Others	kilolitres	0.00	0.00
Total volume of water withdrawal (in kilolitres)	kilolitres	415,819.00	403,748.00
Total volume of water consumption (in kilolitres)	kilolitres	415,819.00	403,748.00
Water intensity per rupee of turnover (Water consumed / turnover)	kilolitres	0.00	0.00
Water intensity (optional) - the relevant metric may be selected by the entity	kilolitres	0.00	0.00
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	kilolitres	0.00	0.00
- No treatment	kilolitres	0.00	0.00
- With treatment - please specify level of treatment	kilolitres	0.00	0.00
(ii) Into Groundwater	kilolitres	0.00	0.00
- No treatment	kilolitres	0.00	0.00
- With treatment - please specify level of treatment	kilolitres	0.00	0.00
(iii) Into Seawater	kilolitres	0.00	0.00
- No treatment	kilolitres	0.00	0.00
- With treatment - please specify level of treatment	kilolitres	0.00	0.00
(iv) sent to third-parties	kilolitres	0.00	0.00
- No treatment	kilolitres	0.00	0.00
- With treatment - please specify level of treatment	kilolitres	0.00	0.00
(v) Others	kilolitres	0.00	0.00
- No treatment	kilolitres	0.00	0.00
- With treatment - please specify level of treatment	kilolitres	0.00	0.00
Total water discharged (in kilolitres)	kilolitres	0.00	0.00



**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, Bureau Veritas (India) Private Limited

**2. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 3 emissions</b> ( Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	1,89,40,829.00	2,01,82,252.00
<b>Total Scope 3 emissions per rupee of turnover</b>	tCO <sub>2</sub> e/PerINR	0.00	0.00
<b>Total Scope 3 emission intensity</b> (optional)	tCO <sub>2</sub> e/Vehicle	3.21	3.63

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?(Y/N)**  
**If yes, name of the external agency.**

No

Note: The FY 2024-25 values pertain to Categories 1, 4, 6, 7, 8, 11 and 14.

**3. With respect to the ecologically sensitive areas reported at Question 11 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

**4. 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:**

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Energy Saving	Replacement of Old transformer with Energy efficient transformers	90000 KWH Annual Saving
2	Energy Saving	VRV AC unit run through solar hybrid panel	12000 KWH Annual Saving
3	Energy Saving	Elimination of coolant system in crankshaft face milling operation	1629 KWH Annual Saving
4	Energy Saving	Interlock all cooling tower fans with the cooling water temperature outlet to reduce fan running hours	2555 KWH Annual Saving
5	Energy Saving	Reduce ASU power by optimising the blower motor frequency with close feedback system	16726 KWH Annual Saving
6	Gas Consumption Reduction	Installed magnetic resonator in the NG Line to decrease fuel consumption	12500 SCM Annual Saving
7	Energy Saving	Providing 20 Natural gravent at rooftops in place of exhaust fans	36000 KWH Annual Saving

**5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes, the Company recognises the importance of Business Continuity Plan (BCP) for the smooth running of business particularly during unfavorable times, including pandemic. The Company focuses on business continuity, both from a business operations sustainability viewpoint as well as employee welfare measures perspective. A team of executives' as part of developing a BCP, focus on key action steps, roles and responsibilities, trigger mechanisms, turnaround times, etc. to be always prepared to tackle any situation that can potentially affect the business operations. Emergency preparedness aims to reduce the consequences of damaged caused by unexpected situations like accidents, fire, sabotage, spills, explosions, natural disasters, terrorist activities and medical emergencies. It includes a series of actions

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to be taken in the case of such emergencies. It shows the preventive actions, preparation to meet adverse situations, how to mitigate them and how to have positive controls during that situation to save lives and reduce property damage

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

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

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

90%

**8. How many Green Credits have been generated or procured:**

**A. By the listed entity.**

NIL

**B. By the top ten (in terms of value of purchases and sales, respectively) value chain partners.**

NIL

**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.**

7

**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.**

7

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	CII - Confederation of Indian Industry	National
2	SIAM - Society of Indian Automobile Manufactures	National
3	ECMA - Emission Controls Manufacturer Association	National
4	ACMA - Automotive Component Manufacturer Association	National
5	FADA - Federation of Automobile Dealers Association	National
6	IMMA - International Motorcycle Manufacturers Association	International
7	SAFE - Society of Automotive Fitness & Environment	National



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

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

**LEADERSHIP INDICATORS**

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
1	Release of final notification of L25 category (2-3 Combi-vehicle)	Direct communication through SIAM	Yes	Others - please specify	<a href="https://uncomplycate.com/wp-content/uploads/2024/07/Motor-Vehicles-Eighth-Amendment.pdf">https://uncomplycate.com/wp-content/uploads/2024/07/Motor-Vehicles-Eighth-Amendment.pdf</a>
2	Revision of EPR recycling target - Reduced by Half	Direct communication through SIAM	Yes	Others - please specify	<a href="https://moef.gov.in/storage/tender/1736422173.pdf">https://moef.gov.in/storage/tender/1736422173.pdf</a>
3	Adoption of National Standard for AC-DC Combined Charging - Connector & EVSE by BIS.	Direct communication through SIAM	Yes	Others - please specify	<a href="https://powermin.gov.in/sites/default/files/Guidelines_and_Standards_for_EVCI_dated_17_09_2024.pdf">https://powermin.gov.in/sites/default/files/Guidelines_and_Standards_for_EVCI_dated_17_09_2024.pdf</a>
4	Long term policy support for EV   PM E-Drive Scheme	Direct communication through SIAM	Yes	Others - please specify	<a href="https://pmedrive.heavyindustries.gov.in/login">https://pmedrive.heavyindustries.gov.in/login</a>
5	Electric Mobility Promotion scheme 2024	Direct communication through SIAM	Yes	Others - please specify	<a href="https://emps.heavyindustries.gov.in/">https://emps.heavyindustries.gov.in/</a>
6	Extension of Customs Duty Concession on Battery Cells	Direct communication through SIAM	Yes	Others - please specify	<a href="https://taxinformation.cbic.gov.in/">https://taxinformation.cbic.gov.in/</a>
7	Removed Stricter OBD Requirement for India Market	Direct communication through SIAM	Yes	Others - please specify	<a href="https://hmr.araiindia.com/api/AISFiles/Revised%20Amd%204%20with%20merged%20Amd%204%20&amp;%205%20_ad7f5dec-4b79-4305-b7c0-0f5ab384c255.pdf">https://hmr.araiindia.com/api/AISFiles/Revised%20Amd%204%20with%20merged%20Amd%204%20&amp;%205%20_ad7f5dec-4b79-4305-b7c0-0f5ab384c255.pdf</a>
8	Flex Fuel Vehicles & ethanol roadmap	Direct communication through SIAM	Yes	Others - please specify	<a href="https://www.pib.gov.in/indexd.aspx">https://www.pib.gov.in/indexd.aspx</a>
9	Formulation of 2W Ambulance Regulatory Standard & Exemptions Building.	Direct communication through SIAM	Yes	Others - please specify	<a href="https://hmr.araiindia.com/api/AISFiles/Draft%20AIS-209_Part%201_D4_ad3eb1e3-9ddb-4d3b-aa5e-e47873a0dae4.pdf">https://hmr.araiindia.com/api/AISFiles/Draft%20AIS-209_Part%201_D4_ad3eb1e3-9ddb-4d3b-aa5e-e47873a0dae4.pdf</a>
10	Revision of existing Lighting Standards.	Direct communication through SIAM	Yes	Others - please specify	<a href="https://www.araiindia.com/downloads">Refer standard AIS 009, AIS 200, AIS 034 Part 1 &amp; 2</a>
11	Standardisation & deferment of CAFE norms for 2 Wheelers	Direct communication through SIAM	No	Others - please specify	NA
12	Bharat Stage 7 for 2Ws   Proactive Steps towards Cleaner Emission Norms .	Direct communication through SIAM	No	Others - please specify	NA
13	AVAS (Acoustic Vehicle Alerting System) for Electric Powered- Two Wheelers.	Direct communication through SIAM	No	Others - please specify	NA

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## 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 INR)
Not Applicable						

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

Not Applicable

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	6	5
Directly from within India	96	98

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2024-25	FY 2023-24
<b>Rural</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Rural areas	0.00	0.00
<b>Semi-urban</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Semi-Urban areas	0.00	0.00
<b>Urban</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	73,769,278.00	112,058,409.00
ii) Total Wage Cost	15,018,956,360.00	13,313,716,707.00
iii) % of Job creation in Urban areas	0.49	0.84
<b>Metropolitan</b>		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	1,560,389,127.00	1,578,928,222.00
ii) Total Wage Cost	15,018,956,360.00	13,313,716,707.00
iii) % of Job creation in Metropolitan area	10.39	11.86



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

S. No.	State	Aspirational District	Amount spent (In INR)
1	Uttarakhand	Haridwar	0

3. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)

No

- (b) From which marginalised /vulnerable groups do you procure?

Not Applicable

- (c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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

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

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

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

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Seva	2,000	100
2	Education	1,265	100
3	Promoting Preventive Health Care	20,421	100

## PRINCIPLE 9

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

#### ESSENTIAL INDICATORS

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

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

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

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

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

	FY 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	Nil	0	0	NIL
Advertising	0	0	Nil	0	0	NIL
Cyber-security	0	0	Nil	0	0	NIL
Delivery of essential services	0	0	Nil	0	0	NIL
Restrictive Trade Practices	0	0	Nil	0	0	NIL
Unfair Trade Practices	0	0	Nil	0	0	NIL
Other	32,115	103	99.68% closed	23,015	283	98.77% closed

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

	Number	Reasons for recall
Voluntary recalls	0	Not Applicable
Forced recalls	0	Not Applicable

## 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.

Yes – We have a privacy policy and information security policy available publicly on our website at the following link:

<https://www.heromotocorp.com/en-in/privacy-policy.html>

[https://www.heromotocorp.com/content/dam/hero-aem-website/in/en-in/company-section/reports-and-polices/policies/pdfs/hmcl\\_information\\_security\\_policy.pdf](https://www.heromotocorp.com/content/dam/hero-aem-website/in/en-in/company-section/reports-and-polices/policies/pdfs/hmcl_information_security_policy.pdf)

## 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.

Not Applicable

## 7. Provide the following information relating to data breaches:

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

0

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

0

## c. Impact, if any, of the data breaches

Not Applicable

## LEADERSHIP INDICATORS

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

Information relating to all the products and services provided by the Company is available at the corporate website [www.heromotocorp.com](http://www.heromotocorp.com) and also at <https://shop.heromotocorp.com>. In addition, the digital owner's manual containing the





details of the product of the Company is explained at the time of new vehicle delivery & it is also present in the Hero customer's application. The Company also actively uses various social media and digital platforms to disseminate information about its products and services.

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

During the new vehicle delivery and service, customers are informed and educated on the safe and responsible usage of the products. In addition, DIY videos are available at the corporate website for vehicle performance tips. The Company also undertakes various safety initiatives to educate customers about safe ride.

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

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

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable) If yes, provide details in brief.**

Yes the details on the information label are as per the requirements of the Legal Metrology Act, 2009, and the Rules made thereunder. The Company voluntarily and actively informs all its dealers about any changes in product packaging through notices and circulars. It has also been running educational campaigns informing customers to operate vehicles in a more fuel-efficient manner and to read the operating manual and the road safety leaflet. The leaflet enumerates good to emulate riding practices, fuel-saving tips, etc., in a reader-friendly and easy-to-understand manner. The spare parts come with a customer toll-free number, address, and e-mail ID, where consumers can reach our executives with feedback, grievances, and even queries regarding the products. Besides, consumers can also log on to the website of the Company and give their feedback or register complaints. In order to check the genuineness of spare parts, a Unique Part Identity (UPI) number is printed on the Maximum Retail Price (MRP) label of the spare part. The Company also runs campaigns informing customers about the same.

**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)**

Yes, The Company measures customer satisfaction through its program Customer Experience Index & NPS.