



Divgi TorqTransfer Systems

Divgi TorqTransfer Systems Limited
CIN: U32201MH1964PLC013085
75, General Block, MIDC, Bhosari,
Pune 411 026, India
Tel: (+91-20) 27302000/27123330/31
Fax: (+91-20) 27129691
Web: www.divgi-tts.com

Ref.: DTTS/ Sec/23-24/39

July 08, 2023

To, BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai - 400001 BSE Scrip Code – 543812	To, National Stock Exchange of India Limited, "Exchange Plaza" 5th Floor, Plot No. C-1, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051 NSE Scrip Code - DIVGIITTS
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Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, we are enclosing herewith the Business Responsibility and Sustainability Report for the financial year 2022-23, which forms part of Annual Report for the Financial Year 2022-23.

This is also hosted on the Company's website <https://divgi-tts.com/annual-reports/>

Kindly take this submission on your record.

Thanking You,

For **Divgi TorqTransfer Systems Limited**

Hirendra Bhaskar Divgi
Whole Time Director
DIN: 01634431

Enclosure: As above

Business Responsibility and Sustainability Reporting – FY Year 2022-23

Annexure E

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING FORMAT

Divgi TorqTransfer Systems Limited (the “Company”) is committed to long-term value creation for all its stakeholders. The Company’s governance philosophy is focussed on ethical and responsible conduct of business with accountability.

The Business Responsibility & Sustainability Reporting (“BRSR”) is a disclosure of the Company’s non-financial performance for the year. Through this report, the Company communicates its progress on BRSR principles that are mandated by the Securities and Exchange Board of India (“SEBI”).

This Report is aligned with National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG) released by Ministry of Corporate Affairs and is in accordance with Regulation 34(2)(f) of the Securities and Exchange Board of India (SEBI) (Listing Obligations and Disclosure Requirements) Regulations, 2015.

This Report provides an overview of the activities carried out by the Company under each of the nine principles as outlined in NVG, and it is aligned with GRI Sustainability Development goals.

Section A: General Information & Disclosure

I. Details of the Listed Company

1. Corporate Identity Number (CIN) : U32201MH1964PLC013085
2. Name of the Company: Divgi TorqTransfer Systems Limited
3. Year of incorporation: 1964
4. Registered office address : Plot no. 75, General Block, MIDC Bhosari Pune Maharashtra, India 411026
5. Corporate address : Plot no. 75, General Block, MIDC Bhosari Pune Maharashtra, India 411026
6. E-mail: companysecretary@divgi-tts.com
7. Telephone : 020-63110100
8. Website: <https://divgi-tts.com/>
9. Financial year for which reporting is being done : FY 2022-23
10. Name of the Stock Exchange(s) where shares are listed:
 1. BSE Limited
 2. National Stock Exchange of India Limited
11. Paid-up Capital: ₹15,29,14,635
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report :

Yogesh P. Katyarmal, Head_ Management Systems , Mob No. 8975760410
Email: ypkatyarmal@divgi-tts.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).**

The disclosures are made on a Standalone basis.

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing	Manufacture of parts & accessories of motor vehicles & engines	100%

15. 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	Transfer Case	2930	72.67 %
2	Auto Locking Hub	2930	2.44 %
3	Transmission Components	2930	20.08 %

III. Operations

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

Location	Number of plants	Number of offices	Total
National	4 *	1	5
International	0	2	2

* One of the domestic plant is under construction.

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	6
International (No. of Countries)	6

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

FY 2022-23 : 5.06 %

c. A brief on types of customers

Divgi TTS provide world class torque transfer and transmission solutions to automotive OEMs encompassing utility, passenger, commercial, electric and agriculture vehicles in India and across the globe.

Some of the marquee customers are stated here in below:

Mahindra & Mahindra : The Company is an Indian multinational automotive manufacturing corporation headquartered in Mumbai.

MG Motors : MG Motor UK Limited (MG Motor) is a British automotive company owned by SAIC.

Motor UK, which, in turn, is owned by the Shanghai-based Chinese state-owned ,company, SAIC Motor, headquartered in London, United Kingdom

TATA Motors: Tata Motors, India's largest automobile company, is a part of the USD 100 bn Tata. Group founded by Jamshedji Tata in 1868.

Toyota Kirloskar: Toyota Kirloskar is an Indian joint venture between Toyota Motor

Corporation and the Kirloskar Group for the manufacture of Toyota cars in India. The company's headquarters are located in Bidadi (Karnataka). The Company manufactures. transmissions and cars that are marketed worldwide.

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

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

S. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Divgi Holding Private Limited	Holding	51.60	No

VI. CSR Details

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

(Yes/No) Yes

a. Turnover (in ₹) : 2,710.43 million

b. Net worth (in ₹) : 5,512.83 million

VII. Transparency and Disclosures Compliances

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

Divgi-TTS' stakeholders include our investors, clients, employees, vendors / partners, governments, and the community. A strong whistleblower policy and non-retaliation clause is available to all our stakeholders. Our Whistleblower Policy is available

<https://divgi-tts.com/wp-content/uploads/2023/03/8.-Policy-on-Vigil-Mechanism.pdf>

For details on investor complaints received and resolved, refer to the 'Investor complaints' available in the corporate governance report of this Integrated Annual Report.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	https://divgi-tts.com/wp-content/uploads/2023/03/8.-Policy-on-Vigil-Mechanism.pdf	Nil	Nil		NA	NA	NA
Investors (other than shareholders)	www.scores.gov.in & Stock Exchanges	Nil	Nil		NA	NA	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	As above	Nil	Nil	Nil	Nil	Nil	Nil
Employees and workers	Yes, internal mechanisms. in place	Nil	Nil	Nil	Nil	Nil	Nil
Customers	e-mail communications, Portal	5	Nil	All complaints resolved.	Nil	Nil	Nil
Value Chain Partners	e-mail communications, Portal	Nil	Nil	Nil	Nil	Nil	Nil
Other (please specify)	Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

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

Divgi TTS undertook the materiality assessment to identify the key economic, ecological, and social topics. Relevant stakeholders were consulted, and the impact viewed from an outside-in perspective. Inside-out impact the exercise enabled us to prioritize the relevant sustainability topics and the same is listed in the table below:

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	Climate protection	Opportunity	Reducing greenhouse gas emissions, energy use and mitigating the effects of long-term changes in the Earth's climate and its physical impacts on business operations, communities and the natural environment. Green facility	Divgi TTS address these issues by making improvement energy management and installing solar system	Positive
2	Sustainable product design and life cycle management.	Opportunity	Fostering a circular economy by addressing customer and societal demands for more sustainable products and services. Ensuring environmental regulations through product designing and lifecycle management.		Positive
3	Cybersecurity and data management	Opportunity / Risk	Cyber and data security as risk and business opportunity for the benefit of all. Management of risks related to collection, retention and use of sensitive, confidential and/or proprietary customer or user data.		Positive / Negative

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)
4	Employee health and safety ESG	Risk / Opportunity	Creating safe and healthy work environment Management system for identification, prevention, minimization of potential ESG-risks		Negative /Positive
5	Diversity, equity & inclusion	Opportunity	Company's policy to ensure that it's culture and hiring and promotion practices foster the building of a diverse and inclusive workforce		Positive
6	Corporate governance and sustainability leadership	Opportunity / Risk	Management follows clear sustainability policy and guidelines for encouraging. Sustainability practices across the plants		Positive / Negative
7	Compliance management	Opportunity / Risk	Management system for ensuring, that the company and its employees follow all laws, regulations, standards, and ethical practices.		Positive / Negative
8	Social and ecological standards in the supply chain	Opportunity / Risk	Driving sustainability performance in the supply chain. Including minimum social and ecological standards	Supplier management	Positive / Negative

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.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1.a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Available on company portal - https://divigi-tts.com/?s=Policy								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Divigi TTS policies are in line with international standards and practices such as ISO 14001, ISO 45001, UNGC Guidelines and ,Social accountability ISO 26000/SA 8000, Energy Management ISO 50001								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The ESG commitments, goals and targets are set – Carbon Neutrality by 2050. Installing renewable energy Roof top Solar by Nov 2024. Yearly EHS objectives set for Energy Savings.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Energy intensity is reduced by 14%.								
Governance, leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Hirendra Divgi , Executive Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Managing Director, CFO & Executive Director are responsible for decisions on all sustainability related issues.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)																																			
	P	P	P	P	P	P	P	P	p	P	P	P	P	P	P	P	P	p																											
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9																											
Performance against above policies and follow up action	Yes									Quarterly																																			
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes									Quarterly																																			
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.										<table border="1"> <thead> <tr> <th>P</th><th>P</th><th>P</th><th>P</th><th>P</th><th>P</th><th>P</th><th>P</th><th>p</th> </tr> <tr> <th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th><th>9</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="text-align: center;">NO</td> </tr> </tbody> </table>									P	P	P	P	P	P	P	P	p	1	2	3	4	5	6	7	8	9	NO								
P	P	P	P	P	P	P	P	p																																					
1	2	3	4	5	6	7	8	9																																					
NO																																													

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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 categorized 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.

NGRBC Principle 1 ;GRI SDG alignment 16, 17

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent, and accountable.



Values forms the core foundation and define the ethos and culture of any company. They provide guidance to deal with business issues and are at the fore while formulating and implementing strategies, policies, and procedures.

Corporate values and accountability are critical for the sustainability of any enterprise.

Divigi TTS business is guided by its five core values:

- **Respect for Each Other**
- **Power of Collaboration**
- **Passion for Excellence**
- **Personal Integrity**
- **Responsibility to Our Communities**

These values are instilled across all levels in the Company through visual displays and training programmes. These five pillars help the Company in fostering this culture and to continually improve the governance framework.

The Company's value system attributes paramount importance and commitment to ethical and lawful business conduct and is fundamental to its operations. The Company has a powerful reputation for excellence of its products and services which is built on a strong foundation of integrity and fair dealing in every aspect of business.

The Company follows a zero-tolerance policy towards lack of integrity.

In this increasingly complex, competitive, and dynamic world, protecting this reputation is a key pillar to maintain the confidence and trust of the Company's diverse stakeholders.

The Company's ethics policy extends to its employees, representatives, and other stakeholders. Integrity, respect towards all stakeholders and passion for innovation are core to values central to the Code of Conduct which fosters an environment of trust which is utmost crucial for a company whose reputation is built on technology that saves lives, trust is the most important asset of all.

The Code of conduct and the ethics policy enables the Directors and the Senior Management personnel to strive to perform their duties with highest standards of integrity, accountability, confidentiality and independence.

An annual declaration towards affirmation to the code of conduct is part of the annual report.

The company's Code of Conduct, policy on prevention of sexual harassment, whistle blower policy, code of conduct for prevention of insider trading, policy for fair disclosure of material events etc., drives the Company to live up to highest ethical standards, to meet its obligations to the law, commitments to customers and responsibilities to each other, society and the shareholders. The Company is committed towards high ethical practices in dealing with all its stakeholders with strong internal control systems especially while dealing with suppliers who are awarded business purely on merits. Robust system for financial controls and processes operating in the Company ensures transparency, accuracy and timeliness in financial reporting.

. Moreover, it extends to the suppliers of the Company via the Code of Conduct and yearly dialogue made during annual supplier conference engagement.

The Code emphasises on equitable treatment of workforce; commitment to ensure safe, healthy, and sustainable environment-friendly workplace; zero tolerance towards statutory non-compliance; ethical conduct of business and avoiding conflict of personal interest; protection of Company's confidential information and intellectual property; and prohibition of insider trading. Any violation of the principles and requirements set out in the Code shall expose such vendor to disciplinary action.

Essential Indicators:

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

Segment	Total Number of Trainings and Awareness program Held	Topics /Principle covered under the training and its impact	% of persons in respective category by the awareness programme
Board of Directors	1	The Board is familiarized of the principles of the NGRBC released by SEBI and Divgi TTS Conduct of conduct The Board periodically reviews the BCG	100%
Key Managerial personnel	2	NGRBC principles and Divgi TTS Conduct of conduct and Sustainability policy guidelines	100%
Employee other than BoD and KMP	2	NGRBC principles and Divgi TTS Conduct of conduct and Sustainability policy guidelines	100%
Workers	1	Divgi TTS Conduct of conduct - Workers are required to undergo training during induction and periodic refresher	100%

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 & Compounding fee	NIL				

Non-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)
Imprisonment & Punishment	NIL				

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

Case Details	Name of regulatory /enforcement agencies / Judicial institutions
Nil	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, Divgi TTS has an anti-corruption and anti-bribery policy as part of its Code of Business Conduct & Ethics and plays a vital role in the Company's aspiration to make ethical and responsible decisions in the interest of all stakeholders.

<https://divgi-tts.com/policies-and-code-of-conduct/>

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

	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Directors	Nil	Nil
KMP	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. Not Applicable

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 /Principle Covered under the training	% of Value Chain partners covered (by value of business done with such partners) under the awareness programmes
	P1, P2, P3, P4, P5, P6, P8, P9	100% of suppliers onboarded are covered through the Divgi TTS Code of Conduct for Suppliers , QEHS Policy , Supplier quality manual requirements

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. To avoid/manage conflicts of interest, Divgi TTS obtains a mandatory declaration from the members of its Board. The declaration ensures that the members of the Board are in compliance with the Code Conduct and ethics Guidelines.

Principle 2; GRI SDG alignment 6, 7,8,10, 12,13,14,15

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



The Company's Policies (IATF 16949 and ISO 14001, ISO 45001) are aligned to vision & mission statement , and business strategy - Product Leadership like no others

Sustainable Product Life-cycle management involves in-depth analysis of all processes and systems from the stage of receiving RFQs and signing NBO till the products reach the end consumer. `

The Company's objective is profitable growth by implementation of systems and manufacturing processes, during APQP program management consideration thought given to minimise environmental impact while conserving energy and natural resources, while selecting equipment's.

The Company has also taken focussed initiatives in weight reduction of components, material substitution with safer materials and increasing the percentage of recycled input (raw) material. Practices have also been adopted for recycling of waste generated. In addition, the Company is embracing sustainable procurement practices. The manufacturing plants are in proximity to its OEMs to reduce the carbon footprint associated with indirect greenhouse gas emissions.

Divgi TTS production System, which is based on Toyota Lean principles along with IATF 16949 and ISO 14001, ISO 45001 standard ensures regular review of its products and performance to achieve sustainable manufacturing.

Essential Indicators

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

	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)	Details of improvements in Environmental and Social Impacts
R & D	2 Crs		Divgi TTS has done investment in EV Segment for R&D testing.
Capex	44 Crs		Divgi TTS has done investment in EV Segment for manufacturing E-Gear drive transmission at Shirwal greenfield plant.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 - If yes, what percentage of inputs were sourced sustainably?
Yes, Divgi TTS requires all its suppliers to make a firm commitment to Divgi TTS Code of Conduct for Suppliers 100% Sourcing is done sustainably.
- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.
Parts goes to automotive OEM , OEM Service manual gives guideline on recycling and safe disposal of product .
Sustainable Product Life-cycle management involves in-depth analysis of all processes and systems from the stage of receiving RFQs , and signing NBO till the products / services reach the end consumer.
- 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.

Not applicable

Leadership Indicators

- 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?
Divgi TTS not conducted Life Cycle Perspective / Assessments (LCA).
- 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.

Not Applicable

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).

FY 22-23	FY 21-22
Out of total waste generated, 84% waste is recycled through approved vendors .	Out of total waste, 82% waste is recycled.

Company product & quality experts continuously train and develop skill sets of employees.

on process knowledge and industry bench marking practices.

Yes, nearly 95% of product components are recycled post it's Life Cycle, through India's Vehicle Scrappage Policy.

Plant level procedures have been established to identify the variants of wastes & also systematically adhere to waste management and recycling requirements.

Examples: Metal chips, carton boxes, wooden pallets, solvents, used oil, E-Waste etc.

The Company has sustainable processes in place to recycle the products and waste, post completion of the manufacturing life cycle.

Each location is committed to promoting environment sustainability through Refuse, Reduce, Reuse, Repurpose and Recycle At every location, wastes are segregated based on their characteristics (i.e. solid waste & hazardous waste etc.,) collected, stored, and disposed appropriately.

This is continuously improved with has resulted in recycling 84% of the waste generated.

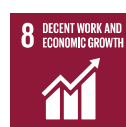
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Re-used.	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastic (Including Packaging)	0	10,113	0	0	11,058	0
E-Waste	0	0.065	0	0	0.593	0
Hazardous Waste	0	44,224	29,386	0	52,861	30,000

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

NGRBC Principle 3, GRI SDG alignment :3,4,5,8,9,11,16

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



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

Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number F	% (F/A)
Permanent Employees											
Male	261	261	100	261	100	NA	NA	Nil	Nil	NA	NA
Female	17	171	100	17	100	17	100	Nil	Nil	NA	NA
Total	278	278	100	278	100	17	100	Nil	Nil	NA	NA
Other than Permanent Employees : ESIC											

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

Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number F	% (F/A)
Permanent Workers : 100% Covered under ESIC											
Male											
Female											
Other than Permanent Workers											
Male											
Female											
Total											

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

Benefits	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	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%	Not Applicable	100%	100%	Not Applicable
ESI	100%	NA	Yes	100%	100%	Yes

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.

Necessary infrastructure in place to make the workplaces accessible to differently abled employees and visitors.

Such infrastructural arrangements include without limitation, easily accessible sites and building entrances, easily operated doors, push/lever type wash basin fixtures, sufficient illuminated wide corridors and requisite signages.

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

Yes.

The Business code Conduct and sustainability, social accountability policy guidelines document declares the equal opportunity policy under the values of 'Respect to each other'.

Divgi TTS also undertakes the responsibility of 'working conditions' for its employees and workers. The principles of equal opportunity and equal treatment are guaranteed without regard to any disability. These policy guidelines are available on the company portal.

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

Nil

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	Nil	Nil	Nil	Nil
Female	2	100%	Nil	Nil
Total	2	100%	Nil	Nil

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	The Company has a grievance redressal mechanism in line with the statutory framework under Industrial Dispute Act, 1947 for grievance redressal mechanism for the permanent workers where workers or their representatives can raise their grievances in areas like wages, discrimination, child labor, human rights related issues etc. POSH Policy ,Divgi TTS Sustainability guidelines under the element Protection against discrimination , Social accountability policy in place .
Other Than Permanent Workers	
Permanent Employees	
Other Than Permanent Employees	

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

Benefits	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / Workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	274	0	0	235	0	0
- Male	264	0	0	229	0	0
- Female	10	0	0	6	0	0
Total Permanent Workers	Nil					
- Male	Nil					
- Female	Nil					

8. Details of training given to employees and workers:

Category	FY 2022-2023 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	On Health and Safety Measure		On Skill Upgradation		Total (D)	On Health and Safety Measure		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	264	250	95	250	95	229	217	95	217	95
Female	10	9	95	9	95	6	5	95	5	95
Total	274	259	95	259	95	235	222	95	222	95
Workers										
Male	306	306	100	306	100	306	306	100	306	100
Female	32	32	100	32	100	15	15	100	15	100
Total	338	338	100	338	100	321	321	100	321	100

The businesses also conducts function / role specific training for employees on an ongoing basis.

The Company ensures sustainable growth through continuous efforts to improve safety conditions for all its stakeholders and implementation of environment-friendly practices. Structured health and safety trainings are conducted for employees and contract workforce, across all the plants.

Further, training needs for skill upgradation of employees are identified based on their performance assessments, and roles and responsibilities at various levels.

In organisation balance score, Training Hrs KPI tracked, which 7.7 against 6.7

HR Initiatives are recognised at national forum, Divgi TTS won 1St price in CII competition.

Some of talent development programmes in FY 22-23.

- Financial Acumen for Leaders at Tata Management training center
- Capability building course from MCCIA.
- English Language Improvement Course
- IIM Calcutta, CFO Program

trainings of equivalent to 4181 Hrs were imparted, and workshops were conducted.

The training topics included environment, health, safety (EHS) and sustainability awareness.

- i. Sustainability awareness.
- ii. Hazard Identification - HIRA, KYC, KYT, Fire safety, Behaviour based safety.
- iii. Contractor safety management awareness.

Risk assessment HIRA (Hazard Identification), Emergency preparedness and response.

Awareness of HSE policy, SOPs and guidelines laid down by the Company, Use of personal protective equipment (PPEs).

Apart from domain specific subjects, trainings provided to the on-roll employees are typically grouped as follows:

- a) Operator licensing : Induction programmes for the new joiners;
- b) Leadership development programmes.
- c) English Improvement training to leaders
- d) technical training programmes (includes Quality / System Awareness programmes, VDA - DFMEA / PFMEA, 7QC Tools, Quality core tools.);
- e) Codes of Conduct
- f) Safety related training programmes (firefighting, HIRA, EHS procedures, and sustainability reporting, Materiality and Circulatory etc.);
- g) System related Programmes (such as IATF, SOP awareness programmes under back to basic theme etc.)

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

Category	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Total (A)	No.(B)	% (B / A)	Total (D)	No.(D)	% (D/C)
Employees						
Male	264	264	100	229	229	100
Female	10	10	100	6	6	100
Total	274	274	100	235	235	100
Workers : Nil						

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 .

Yes, Divgi TTS has implemented an occupational health and safety management system certifiable to ISO 45001. Maintaining, fostering, and improving the safety and well-being of employees is enshrined in the Company-wide risk management and control process.

Throughout the organisation, safety is critical. There are 10 emergency situations identified, and preparedness is also available.

Safety and ergonomic requirements are considered well in advance while designing a workstation and equipment selection during APQP programme phase three. Standardised workstations are equipped with detailed operational guidelines in terms of SOS and JES. A layered process audit was conducted to check for and bring out deficiencies, if any. Corrective **actions were** tracked for effective implementation. Employees are encouraged to give a suggestion, Kaizen and JDI are recorded, and management provides resources for implementing Kaizen. TPM ensures machine safety through periodic predictive tests like vibration and thermography for electrical fire hazards. Safety and fire mock drills are executed as per the EPRP plan and procedure. Management has given approval for upgrading the fire protection system.

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

As part of implementation of ISO 45001 standard, procedures for Hazard Identification and Risk Assessment (HIRA) have been established and implemented within the business units. HIRA is conducted for routine and non-routine activities. Work related hazards are identified by people involved in the operations, The identified hazards are recorded, and control measures are discussed and defined as per hierarchy of controls.

The CAPA (Corrective and Preventive Action) tracker is implemented to proactively identify safety risks in high-risk activities and implement engineering controls to mitigate the risks. A Cross Functional Team reviews high risk activity and implements engineering controls, as feasible to mitigate risks. The outcome from the CAPA tracker is reviewed quarterly.

- The team's daily FRM includes the agenda on safety performance and incidence, communication on corrective actions, and horizontal deployment.

Periodic inspection of fire hydrants, fire extinguishers, safety audits, statutory and regulatory requirements, etc.is being done by competent person.

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

Yes.

Rule follow mechanism reporting established as part of ISO 45001 to report of Unsafe Acts, Unsafe Conditions, near misses and incident reporting. Same are analysed in KYT /KYM, Corrective and preventive actions are initiated to mitigate safety risks, effectiveness status checked through LPA and MRM.

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

Employee health checks are done on a yearly basis., All employees' health checkups are carried out annually.

Audiometry tests, eye tests, urine tests, and general health checkups are part of it. First aid boxes are provided at several locations.

Wellbeing employee engagement conducted like Yoga, Marathon- Run for fun.

Counselling for employees with variations in health is provided by on-board doctors The company has ties with the nearest hospitals to provide medical attention.

All on-roll employees are covered by a medical insurance policy covering all diseases. For NAPS trainees Group Personal accident , Workmen compensation , and medical insurance are cross-verified before approving a work permit..

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	2	2

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

The company has a well-equipped fire control system through smoke detectors / sensors installed throughout the company, apart from fire extinguishers installed on the shopfloor and in office areas.

Safety ERT (Emergency Response Team) conducts monthly audits, and safety meetings are held every month to analyse and sort out issues pertaining to safety.

Regular training and mock drills on fire and emergency evacuation are conducted for all employees.

All moving and rotating parts of the machines have been provided with safeguards.

All machines on the shop floor have been equipped with safety sensors and two-hand operation so that no employee is injured while working on the machines.

providing safe and healthy workplace. has implemented "Zero Harm Culture" campaign to proactively ensure safe and healthy workplace.

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

Benefits	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
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.

Focused trainings are conducted on "Behavioural Based Safety" (BBS) to promote awareness amongst third party and contractor employees to adopt safe work practices.

Online training modules /portal made available for Safety trainings .

EHS compliance and system effectiveness audit are done annually by DQS India , as independent due diligence

Leadership Indicators

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

Yes. Divgi TTS Limited has Life Insurance scheme for all its permanent employees .

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

Yes, we do ensure that our associate partners pay statutory liabilities as they submit us monthly PF , ESIC challan along with bills .

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:

Nil

Particulars	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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	0	0	NA	NA
Workers	0	0	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes, Divgi TTS provide transition assistance programme to retired employees for retaining their subject expert knowledge and gives them opportunity to work as consultant. Currently 11 no. consultant are appointed to support the business activities.

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	100%
Working Conditions	100%

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.

Improvement measures agreed-upon with suppliers relate either to actual deviations from the business Code of conduct , of Conduct for Suppliers or to structural improvements in management systems and the lack of specific processes and guidelines implemented by the supplier. Agreed upon improvement measures:

Health & Safety

- First aid boxes in the factory
- Installation of fire alarm in all areas
- Providing appropriate PPE to all the employees & ensure usage of the same while working.

Working Conditions

- Age verification check process for recruiting new workers
- Employees being paid in line with legal minimum wages
- Applicable benefits like PF, ESI, Leave & Bonus are extended to eligible employees

For monitoring purposes, LPA audits performed, the Company remains committed to partnerships with suppliers and helps them to improve. However, if the problems continues or a supplier does not show a willingness to take necessary remedial. action, the Company may choose to phase out that supplier.

NGRBC Principle 4; GRI SDG alignment 5, 9, 11,16

Businesses should respect the interests of and be responsive to all its stakeholder.



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

Stakeholder groups are identified based on the nature of their engagement with the Divgi TTS , Annual review taken as IATF 16949 process .

Any individual or group of individuals or institution that adds value to the business chain of the Company is identified as a core stakeholder.

Our stakeholders include Customers, Investors, Contractors, Shareholders, Suppliers, Statutory Bodies, R & D Institutions, Communities, Media, Academia etc.

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 & Marginalized group (Yes/NO)	Channel of Communication	Frequency of engagement (Annually / Half Yearly /Quarterly /Other -Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement.
Employees	No,	E-Mail , Townhall Meeting , Employee of The Month , Plant FRM , Safety Meetings , Employee engagement Survey , Notice Board	Employee engagement survey- Taken each year through survey tool Emails are sent to employees regularly on basis on important Company communication	Information about Company's business growth plans and KPI -business performance Top-down communication about important organization changes, policies, wellbeing initiatives Platform for gathering informal feedback
Shareholders	No	Email, Newspaper, Website, , conference calls, virtual meetings	Need based , Quarterly	Shareholder related communication
Investors/ Analyst	No	Email, conference calls, virtual meetings	Half-yearly plus as and when requested by investors	To understand the Company's results, major events, and future direction

Stakeholder Group	Whether Identified as Vulnerable & Marginalized group (Yes/NO)	Channel of Communication	Frequency of engagement (Annually / Half Yearly /Quarterly /Other -Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement.
Customers	No	Email, Website, KAM Visita, Auto Expo	As and when required	Information on Business offerings
NGOs & Communities	No	Meetings, Quarterly and Annual Reports	Quarterly/ periodic CSR review meetings	Initiating CSR project along with the community
Suppliers	No	Supplier Manual , Monthly Score Card , Supplier Conference , Supplier Audits	As and when required, Monthly , Yearly	Sharing growth vision and business targets and Quality , delivery and sustainability expectation.

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 stakeholders are systematically engaged by various functions of the Company. The Board of Directors / Committee there of takes feedback of the status of various functions and provide directions for improving processes / practices wherever applicable. The Company also regularly consults its internal and external stakeholders to identify and manage environmental and social topics. and takes external help from institutional and experts on ESG improvement opportunity.

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,

Production diversification into EV segments, development, and manufacturing of precision quality products to improve the vehicle efficiency and reduction of greenhouse gas emissions.

Setting targets for usage of renewable energy to meet the carbon neutrality and decarbonization targets.

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

Divgi TTS through its strategic focus areas for its Corporate Social Responsibility: Shri Kalyanam, Shri Vidyadayini, Shri Aarogyam, Shri Sanskriti guiding principles , Divgi TTS through constantly engage with communities through valuable CSR projects , few of them are :

Enabling Leadership, Pragatee Foundation, Kumta.

The Society for Door Step School, Pune

Ambulance for Vishwa Seva Samiti, Sirsi

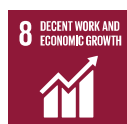
Punyatma Prabhakar Sharma Seva Mandal, Igatpuri

Vedanta Foundation-Bhagvad Gita

Garm Gaurav Prathisthan (Pani Panchayat)

Principle 5 ; GRI SDG alignment :5, 8 ,16

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 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Total (A)	No. employees workers covered (B)	% (B / A)	Total (D)	No. employees & workers covered (D)	% (D / C)
Employees						
Permanent	274	259	95	235	222	95
Other than permanent	338	338	100	321	321	100
Total Employees	612	597	97	556	553	97

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

Divgi TTS adheres to Minimum wage requirement.

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

	Male		Female	Median remuneration/ salary/ wages of respective category
	Number	Median remuneration/ salary/ wages of respective category	Number	
Board of Directors (BoD)	8	3.05 Million	1	3.01
Key Managerial Personnel	4	6.50 Million	0	-
Employees other than BoD and KMP	274	0.62 Million	6	

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

Yes, the HR Head is responsible for addressing human rights impacts or issues caused or contributed to by the business. Divgi TTS applies a value chain approach to address negative environmental and social impact created out of the business operations, Process owners and plant heads responsible to evaluate any environmental or social impact caused or contributed to by the business and mitigate them effectively.

The Management Systems Head centrally maintains oversight for such impacts occurring across the value chain and ensures that all the processes are in place and the impacts if any are systematically mitigated.

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

Divgi TTS has a grievance redressal mechanism in line with the statutory framework under Industrial Dispute Act, 1947 for grievance redressal mechanism for the permanent workers where workers or their representatives can raise their grievances in areas like wages, discrimination, child labour, human rights related issues etc.

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

Category	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	No Complaints received	Nil	Nil	No Complaints received
Discrimination at workplace	Nil	Nil	No Complaints received	Nil	Nil	No Complaints received
Child Labor	Nil	Nil	No Complaints received	Nil	Nil	No Complaints received
Forced Labour/ Involuntary Labour	Nil	Nil	No Complaints received	Nil	Nil	No Complaints received
Wages	Nil	Nil	No Complaints received	Nil	Nil	No Complaints received
Other human Rights related issues	Nil	Nil	No Complaints received	Nil	Nil	No Complaints received

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

For cases related to Sexual Harassment, there is an Internal Committee for redressal of the same. The POSH Committee takes concrete actions to ensure that every Complainant is protected. It maintains confidentiality of all complaints.

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

Yes

Suppliers commit to uphold the Code of Conduct for Suppliers and terms and condition mentioned on purchase order .

	% 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	Not Applicable

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

Not applicable

Leadership Indicators

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

The Company has a robust human rights due diligence process through which it continuously assesses and improves its ability to respond to any negative human rights impacts.

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

Factory & Office location: The Business code of Conduct Guidelines are an integral element of all employment contracts. Every employee is responsible for respecting human rights.

Organization does not tolerate discrimination, sexual harassment, or any other form of personal attack on individuals or groups. In addition, the principles of equal opportunity and equal treatment apply without restriction.

Divgi TTS committed to safeguarding and respecting human rights in every stage of the value chain. The goal is to identify any human rights violations occurring anywhere in the value chain as early as possible and to mitigate risk identified. Independent statutory audit conducted periodically.

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

Yes, the necessary infrastructure is in place to make the workplaces accessible to differently abled employees and visitors.

Such infrastructural arrangements include without limitation, easily accessible sites & building entrances, easily operated doors, push/lever type wash basin fixtures, sufficient illuminated wide corridors and requisite signages.

4. Details on assessment of value chain partners:

Not done at value chain partners, however, within the Divgi TTS office and factory audit conducted referring SA 8000 guidelines, once in three years by internal auditor.

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

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

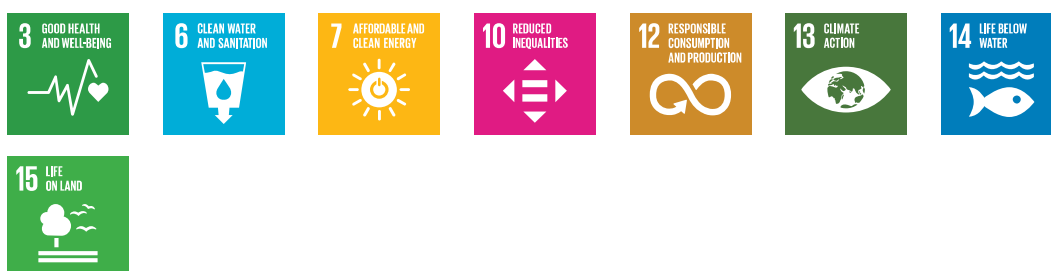
Whenever deviations from the principles of the Code of Conduct suppliers, and therefore also violations of the human rights principles defined in the Code are identified, the procurement team works with the supplier to clarify how lasting corrective action can be taken within a reasonable time frame. If all efforts to implement remedial actions remain unsuccessful, Divgi TTS reserves the right to terminate the business relationship and phase out the supplier.

Agreed upon improvement measures:

- Age verification process for recruiting new workers
- Employees being paid in line with legal minimum wages
- Applicable benefits like PF, ESI, Leave & Bonus are extended to eligible employees

Principle 6; GRI SDG alignment 3, 6, 7, 10, 12, 13, 14, 15

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:

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Total electricity consumption (A)	2563771	2864050
Total fuel consumption (B)	99170	205434
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	2662941	3069484
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.62	0.72

*** Energy intensity is reduced by 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.

No, the Company did not carry out assessment by external agency

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

No, the Company does not have any site identified as DCs under PAT scheme.

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

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others (MIDC)	7430	6160
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7430	6160
Total volume of water consumption (in kilolitres)	7430	6160
Water intensity per rupee of turnover (Water consumed / turnover)	0.0017	0.0014

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, the Company did not carry out independent assessment by an external agency.

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

Yes, water being an important environmental resource, necessary initiatives are taken across all the manufacturing units to conserve and recycle water, thus ensuring the ZLD (Zero liquid Discharge). At all manufacturing locations

suitable and sufficient wastewater treatment like sewage treatment plants (STP) are installed with primary, secondary, and tertiary treatment which include nano filtration / RO / UV treatment facilities to treat wastewater to usable quality water. The treated water is further used for flushing and gardening activities within the premises. This in-turn has resulted in reduced use of freshwater.

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

Air emissions	Unit	Bhosari		Sirsi		Shivare	
		FY 22-23	FY 21-22	FY 22-23	FY 21-22	FY 22-23	FY 21-22
NOx	mg/Nm ³	3.29	3.17	15.61	18.2	5.12	3.67
SOx	kg/day	0.72	0.69	18.74	15.4	1.38	1.32
Particulate matter (PM)	mg/Nm ³	30.47	32.17	83.51	70.34	40.12	45.11
Persistent organic pollutants (POP)	–	Nil	Nil	Nil	Nil	Nil	Nil
Volatile organic compounds (VOC)	–	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous air pollutants (HAP)- Carbon monoxide (CO)	PPM	25.74	29.17	24.8	26.20	–	–

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.

*** All observed values are within permissible limits as per MPCB/ KPCB consents.

Yes, Environment Test done by MoEFCC recognised laboratory, Third party verification during yearly surveillance audit by DQS india as per ISO 14001 standard requirements.

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

Parameter	Unit	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	266.85	458.74
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2358.67	3125.71
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.00062	0.00080
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be- per 1000 units selected by the entity		0.621	0.805

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.

*** Green house gas intensity is reduced by 23%.

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

To achieve net-zero in own operations, Divgi TTS has plan to installed solar panels on the factory roofs at Shirwal plant in first phase by Nov' 23. Apart from solar power, the Company is driving multiple Energy Efficiency programs to reduce the CO2 emissions.

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

Parameter	FY 2022-2023	FY 2021-2022
	Current Financial Year	Previous Financial Year
Total Waste generated (in metric tonnes)		
Plastic waste (A)	10.113	11.058
E-waste (B)	0.065	0.593
Bio-medical waste (C)	0.01181	0.01513
Construction and demolition waste (D)	0	0
Battery waste (E)	0.600	0.200
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	73.610	82.861
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	147.226	133.813
Total (A+B + C + D + E + F + G + H)	231.62	228.54
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	148.763	138.134
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	148.763	138.134
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	29.386	30.034
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	29.386	30.034
Total Waste generated (in metric tonnes)		
Plastic waste (A)	10.113	11.058
E-waste (B)	0.065	0.593
Bio-medical waste (C)	0.01181	0.01513
Construction and demolition waste (D)	0	0
Battery waste (E)	0.600	0.200
Radioactive waste (F)	0	0

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

Solid and hazardous waste management as per the ISO 14001 guidelines Solid waste categorization at the source for recyclable purposes through authorised agencies Regularly review sustainability strategy and goals in management reviews and board meetings.

Visual Standardisation SOS for waste management, Separate bins are provided for hazardous and non-hazardous waste storage, Continual improvements on waste reduction by the 4 R principles, DQS India audit the compliance during yearly surveillance assessment.

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

Currently no office or factory locations are part of ecologically sensitive areas.

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

No projects were implemented in FY 2022-23 which required EIA to be undertaken.

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

Divgi TTS complies to all the applicable environmental law/ regulations/ guidelines in India.

Leadership Indicators

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

Parameter	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	2563771	2864050
Total fuel consumption (E)	99170	205434
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	2662941	3069484

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.

*** Total Energy consumption from non Renewable sources is reduced by 14 %.

No, the Company did not carry out independent assessment by an external agency.

2. Provide the following details related to water discharged:

Parameter	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0

Parameter	FY 2022-2023	FY 2021-2022
	Current Financial Year	Previous Financial Year
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

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, the Company did not carry out independent assessment by an external agency.

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

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

- Name of the area
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Divgi TTS office or factory are not located in area of water stress., hence not applicable. However organisation is committed for responsible usage of water and water saving projects initiated for better water management in Plant and office area.

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.

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

Parameter	Unit	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Not calculated	Not calculated
Total Scope 3 emissions per rupee of turnover		Not calculated	Not calculated
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		Not calculated	Not calculated

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.

Divgi TTS not considered Scope 3 emissions.

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

Currently no office or factory locations are part of ecologically sensitive areas.

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

The environment is a critical component of the Divgi TTS Production System. All three plants are certified with ISO 14001:2015 certification from international accreditation body DQS. The organisation is committed to aligning its processes to achieve carbon neutrality by 2050.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Installation of storage oil skimmer at HMC Machines		This resulted in increase in the coolant life.
2.	Collection mechanism installed for collecting dripping water from air compressors.		This water being used for gardening purpose after STP treatment
3.	Reusing of filter oil		Oil consumption reduced by 50% , Saving 2000 Liters per year.
4.	Machine reconditioning and retrofitting of old machines	Total 14 machines reconditioned and retrofitted, resulted in higher productivity and energy efficient .	Such efforts Contributed to overall energy saving.
5.	The organization partnered with a packaging solution provider, for recyclable & reusable packaging .		Such high volume recyclable packaging, which directly reduced the usage of single PP boxes and wooden boxes
6.	TPM activities	Taking reduce and elimination efforts for oil spillage and leakage through the TPM pillar, Kobetsu kaizen.	Arrested oil spillage and compressor air leakage.
7.	Replacing Compact fluorescent lamps (CFL) by Light Emitting Diode (LED) lights	Replacement of lighting fixtures in staircase, lobby and production areas.	Contributed in overall Energy saving

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

The Company has a EPRP (Emergency preparedness and response plan) for managing crisis affecting Company's operations, assets and staff under its responsibility and duty of care.

The Company's Business Continuity Plan (BCP) is based on ISO 14001, ISO 45001 , ISO 22301 and covers Mitigation and recovery plan for the following components:

- a. Environmental disasters
- c. Disaster recovery planning for IT Applications and Infrastructure,
- d. Situation specific business level BCP Mock drills are conducted twice a year.

8. 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.

Divgi TTS ensures that there are no adverse impacts to the environment arising from its value chain, periodic audits at supplier premises or through self-assessment checklist , risk and measures are monitored.

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

Divgi TTS encourages supplier who adopt the ISO standard requirements for EHS and corporate governance, and preferred to do business who have ISO 9001, ISO 14001, ISO 45001 certification .

- Suppliers' percentage certified for ISO 14001/ISO 45001 /ISO 9001: **44%**
- Suppliers' percentage certified for IATF 16949 : **56%**

NGRBC Principle 7; GRI SDG alignment: 7, 10, 11,13, 14, 15,17

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.

Divgi TTS is affiliated with three trade and industry chambers, and two academia institutions.

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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	MAHRATTA CHAMBER OF COMMERCE, INDUSTRIES AND AGRICULTURE (MCCIA)	State
3	Automotive Research Association of India (ARAI)	National
4	Birla Institute of Technology and Science (BITS)	National
5	College of Engineering Pune (COEP)	State

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

There were no cases of anti-competitive conduct during the reporting period.

Leadership Indicators

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

Sr. 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 /Other please specify	Web link , if available
1	The Company has diversified its product portfolio in EV segment, supplying E-gear transmission to top Indian OEM and contribute on specific sustainable business issues.	Through membership with trade and industry associations the Company shares its feedback on matters as mentioned in the adjacent cell.	This is part of Stake holder consultation by the respective Industry Associations.	Reviewed by relevant business management on as and when basis.	Not applicable.

NGRBC Principle 8; GRI SDG alignment: 3, 4, 5, 6, 8, 9, 11, 13, 14, 15, 16, 17

Businesses should promote inclusive growth and equitable development.


Essential Indicators

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

SIA was not applicable in the reporting year.

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

Rehabilitation and Resettlement (R&R) was not applicable in the reporting year.

- Describe the mechanisms to receive and redress grievances of the community.**

The Company has defined a process to ensure all the complaints and feedback from all stakeholders including communities are received and addressed.

This defined process includes:

- A dedicated contact page on the website
- Complaints / Feedback received on contact Email

CFT team manage all the complaints and feedback to ensure timely response.

- Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Directly sourced from MSMEs/ small producers	15.47%	5.67%
Sourced directly from within the district and neighboring districts	45.10%	42.66%
Percentage Sourced outside the district	54.90%	57.34

Leadership Indicators

Most of the supply chain located in and around Pune, which reduces the transport time and overall value stream mapping time.

Pune being the industrial hub, ecosystem is very good for the growth and explore new opportunities.

Most of the parts localized, which has given major advantage to leverage the inflation and cost competitiveness.

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

Not applicable as no SIA was undertaken in the reporting period.

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

Please refer to CSR Report in '**Annexure F**' for detailed information.

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

No, contracts are awarded on merit and not on preference.

(b) From which marginalized /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:

Divgi TTS does not have (acquired or owned) Intellectual Property Rights based on the traditional knowledge during the reporting period.

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

Not applicable.

6. Details of beneficiaries of CSR Projects:

The Company has always engaged itself in special initiatives with the disadvantaged, vulnerable and marginalized stakeholders especially those situated in and around the plant locations through its CSR policy driven initiatives.

These initiatives are directed towards community services, skill development, infrastructure, promoting safety and education.

The Company continuously strives to achieve total inclusiveness by engaging with all stakeholders and encouraging people from all sections of the community irrespective of caste, creed, or religion to benefit from its CSR initiatives.

The CSR Committee reviews the progress on the initiatives to assess the impact on the beneficiaries of the projects.

S. No.	CSR Project	Divgi TTS Policy	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Enabling Leadership, Kumta	Shri Kalyanam	---	100%
2	The Society for Door Step school, Pune	Shri Vidyadayini	---	100%
3	Ambulance for Vishwa Seva Samiti, Sirsi	Shri Aarogyam	----	100%
4	Punyatma Prabhakar Sharma Seva Mandal, Igatpuri	Shri Kalyanam	----	100%
5	Vedanta Foundation- Bhagvad Gita	Shri Sanskriti	----	100%
6	Saraswat Education Society	Shri Vidyadayini	----	100%
7	Bharat Itihas Sanshodhak Mandal	Shri Sanskriti	----	100%
8	Garm Gaurav Prathisthan (Pani Panchayat)	Shri Kalyanam	----	100%

NGRBC -Principle 9; GRI SDG alignment: 4, 12, 14, 15

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.

Divi TTS has the customer support function which proactively work on customer complaint resolution and increasing customer satisfaction index.

Customer Focus is one of the leadership principles of the Company.

There are mechanisms in place that aim to minimise customer complaints and grievances, while ensuring prompt redressal.

The Company primarily caters to automotive OEMs. There is a robust mechanism instituted in the Company to deal with issues and complaints reported by OEMs.

Issues can be raised through their online portals, e-mail communications, during plant visits or at meetings. Customer complaint logged in Defect Tracking Sheet, and effective resolution made referring to customer complain handling procedure, 8D.

Quality performance indicators are within the targets, YTD FY 2023.

Customer PPM : 11, against Target 20.

IPTV (Incidences per thousand vehicles- 12 MIS) : 0.0328, Against < 0.6

Warranty expense as % of sales : 0.0278, Against 0.07

This quality performance is independent audited by DQS referring to IATF 16949 standard requirement and PWC statutory audit.

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 parameter relevant to the product	100%
Safe and responsible usage	100%
Recycling and of safe disposal	100%

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

Category	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy		Nil – No Complaints received				
Advertising		Nil – No Complaints received				
Cyber-security		Nil – No Complaints received				
Delivery of essential services		Nil – No Complaints received				
Restrictive Trade Practices		Nil – No Complaints received				
Unfair Trade Practices						
Other (Auto OEM Customer complaints)	15	0	All complaints resolved	7	0	All complaints resolved

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

	Number	Reason for recall
Voluntary recalls	0	No recall cased registered.
Forced recall	0	

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, Cyber security policy is in place, Divgi TTS processes personal data in compliance with applicable laws on data protection and data security.

<https://divgi-tts.com/?s=Policy>

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

There were no consumer complaints on issues relating to advertising, delivery of essential services, cyber security, and data privacy of customers.

The complaints in 'others' category under indicator 5 of this principle pertains to Product supplied to customers (Auto OEM); all complaints of FY 222-23 , resolved.