FML: SEC: F-42 (17) **13th August, 2024**

To,	To,
BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001.	**National Stock Exchange of India Ltd.** Exchange Plaza, 5th Floor, Plot No.C-1, G Block Bandra-Kurla Complex, Bandra (East), Mumbai 400 051.
Scrip Code: 500033	**NSE Symbol: FORCEMOT**

Sub.: Business Responsibility and Sustainability Report for the Financial Year 2023-24

Respected Sir / Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') for the financial year ended on 31st March, 2024. The same forms part of Annual Report of the Company for the Financial Year 2023-24.

The aforesaid BRSR is also available on the website of the Company at www.forcemotors.com.

Kindly take the same on your records.

Thanking you,

Yours faithfully,
For **Force Motors Limited**

Rohan Sampat
Digitally signed by Rohan Sampat
Date: 2024.08.13 20:14:52 +05'30'

Rohan Sampat
Company Secretary & Compliance Officer

Encl.: A/a.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A : GENERAL DISCLOSURES

I. Details of The Listed Entity

1. Corporate Identity Number (CIN) of the Listed Entity : L34102PN1958PLC011172
2. Name of the Listed Entity : Force Motors Limited
3. Year of incorporation : 1958
4. Registered office address : Mumbai-Pune Road, Akurdi, Pune - 411 035.
5. Corporate Address : Mumbai-Pune Road, Akurdi, Pune - 411 035.
6. E-mail : compliance-officer@forcemotors.com
7. Telephone : +91 20 27476381
8. Website : www.forcemotors.com
9. Financial year for which reporting is being done : 1st April 2023 - 31st March 2024
10. Name of the Stock Exchange(s) where shares are listed : BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11. Paid-up Capital : ₹ 1,318 Lakhs
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 : Mr. Sanjay Kumar Bohra
Designation : Chief Financial Officer (CFO)
Contact No. : +91 20 27476381
E-mail : sbohra@forcemotors.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). : Disclosures made in this report are on a Standalone basis. #
14. Name of assurance provider --
15. Type of assurance obtained --

II. Products / Services

16. **Details of business activities (accounting for 90.0% of the turnover) :**

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Automobile Manufacturing	Manufacturing of light commercial vehicles, small commercial vehicles, utility vehicles, agricultural tractors, and high technology automotive aggregates	100.0%

17. **Products/Services sold by the entity (accounting for 90.0% of the entity's Turnover):**

Sr. No.	Product / Service	NIC Code	% of total Turnover contributed
1.	Commercial Vehicles	29,102	55.7%
2.	Motor Vehicle Engines	29,104	33.8%
3.	Diverse parts and accessories for motor vehicles such as brakes, gearboxes, axles, road wheels, suspension shock absorbers, radiators, silencers, exhaust pipes, catalysers, clutches, steering wheels, steering columns, and steering boxes etc.	29,301	5.05%
4.	Tractors used in Agriculture and Forestry	28,211	1.2%

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	4	1	5
International	0	0	0

19. **Markets served by the entity:**

a. **Number of Locations**

Locations	Number
National (No. of States)	28 States + 8 Union Territories
International (No. of Countries)	16

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

2.72% (Total turnover of the Company for the FY 2023-24 stood at ₹ 6,99,165 lakhs, out of which exports sales are at ₹ 19,042 lakhs)

c. **A brief on types of customers**

Force Motors is a leading Indian automotive manufacturer that primarily produces commercial passenger vehicles. The company's customer base includes several industries and sectors, including government agencies, public transportation, and logistics.

IV. EMPLOYEES

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled) :

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	4,028	3,909	97.0%	119	3. 0%
2.	Other than Permanent (E)	1,701	1,606	94.4%	95	5.6%
3.	Total employees (D + E)	5,729	5,515	96.3%	214	3.7%
WORKERS						
4.	Permanent (F)	445	445	100.0%	0	0.0%
5.	Other than Permanent (G)	1,546	1,546	100.0%	0	0.0%
6.	Total workers (F + G)	1,991	1,991	100.0%	0	0.0%

b. Differently abled Employees and workers :

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	2	2	100%	0	0.0%
2.	Other than Permanent (E)	0	0	0.0%	0	0.0%
3.	Total differently abled employees (D + E)	2	2	100%	0	0.0%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	1	1	100%	0	0.0%
5.	Other than permanent (G)	0	0	0.0%	0	0.0%
6.	Total differently abled workers (F + G)	1	1	100.0%	0	0.0%

21. Participation / Inclusion / Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	2*	0	0.0%

* KMPs other than Managing Director

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

	FY 2023-24 (Turnover rate in Current FY)			FY 2022-23 (Turnover rate in Previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.7%	22.2%	11.0%	14.9%	34.5%	15.3%	14.5%	44.9%	15.2%
Permanent Workers	10.2%	--	10.2%	5.9%	--	5.9%	8.2%	--	8.2%

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

23. a. Names of holding / subsidiary / associate companies / joint ventures

Sr. 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.	Jaya Hind Industries Private Limited	Holding	N/A	No
2.	Tempo Finance (West) Pvt. Ltd.	Subsidiary	66.4%	No
3.	Force MTU Power Systems Pvt. Ltd.	Subsidiary	51.0%	No

VI. CSR DETAILS

24.

Sr. No.	CSR Details	Response
(i)	Whether CSR is applicable as per section 135 of the Companies Act, 2013: (Yes/No)	Yes
(ii)	Turnover (in ₹)	6,99,165 lakh
(iii)	Net worth (in ₹)	2,32,613 lakh

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCE

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)	Current Financial Year (FY 2023-24)			Previous Financial Year (FY 2022-23)		
		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	No	NIL	NIL	NA	NIL	NIL	NA
Investors (other than shareholders)	Yes https://forcemotors.com/investor.php	NIL	NIL	NA	NIL	NIL	NA
Shareholders	Yes https://forcemotors.com/investor.php	8	0	Complaints were resolved	13	0	Complaints were resolved
Employees and Workers	Yes https://www.forcemotors.com/assets/Others/Whistle-Blower-Policy.pdf	NIL	NIL	NA	NIL	NIL	NA
Customers	Yes All the company's touch points like owner manuals, website etc. It is mentioned to connect on the registered customer care email id and telephone number for any feedback.	31	29	Consumer complaints (Cases are pending in respective Courts)	30	20	Consumer complaints (Cases are pending in respective Courts)
Value Chain Partners	Yes Grievances are mailed by value chain partners to respective station heads or functional heads by suppliers. In addition to this there is open access for the stake holders to reach our senior management by mailing to Corporate Communication mail id. The stakeholders can send emails for escalation on any grievances at corporatematerial@forcemotors.com if any issue is not resolved by the concerned responsible officer. Additionally, the stakeholders can reach out to Senior Management by sending an email to Corporate Communication at corporatecommunications @forcemotors.com	NIL	NIL	NA	NIL	NIL	Any difference of opinion on issues related to supplies / price / quality / payments / schedules are discussed following the escalation matrix and amicably settled as per process.
Others (please specify)	NA						

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.

Sr. 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.	Water and Effluent Management	Risk	Effluent discharge affects quality of surface and groundwater. Excessive use of water results in generation of effluents which contains pollutants such as chemicals, dissolved and suspended solids. This discharge, if untreated and disposed directly into water, reduces water quality and harms aquatic flora and fauna. A predicted growth in the automotive industry would lead to an increase in the amount of water needed for various processes in various operations such as Paintshop etc. Overuse of water can deplete aquifers, leading to increased water stress and negative impacts on ecosystems.	1. Investing in technology for water recycling and treatment to reduce water wastage and enhance efficiency. 2. Increase in rainwater harvesting initiatives within and outside the boundaries.	**Negative :** Initial capital expenditure for implementing water treatment and recycling technologies is high. Non-compliance with environmental regulations can result in significant fines and legal costs. Moreover, inefficient water management practices can lead to higher operational costs for water procurement, and potential production downtime due to water shortages can further strain financial resources.
2.	Greenhouse Gas Emissions and Climate Change Management	Risk	The automotive sector is a major contributor to worldwide greenhouse gas (GHG) emissions. This industry is a significant source of greenhouse gas (GHG) emissions, primarily due to the extensive material consumption in the form of steel and aluminum, painting, welding, and assembly processes. Stricter mandates across the world for a reduction in emissions pose a risk of increased operational costs, potential penalties for non-compliance, and reputational damage.	1. Initiatives focused on renewable energy investments, adapting to best practices for emission reduction and complying with environmental standards. 2. Generation of on-site clean energy through roof top solar.	**Negative :** There is a significant need for capital to adopt new technologies and prepare for upcoming mandates. Any non-compliance with these mandates can increase the risk of penalties and legal expenses, damaging the company's reputation and financial stability.
3.	Energy Management	Opportunity	Energy-intensive activities like welding, painting, and assembly are crucial in the production of automobiles, resulting in substantial operational expenses. Developing renewable and energy-efficient technologies presents a significant chance to lower energy expenses and improve operational sustainability. Transitioning from fossil fuels to renewable energy sources can result in considerable long-term savings and a decreased environmental footprint.	Not applicable	**Positive :** Non-Renewable to renewable energy substitution and energy efficiency helps in reducing long-term energy costs. Reduced emissions also save carbon taxes and related regulatory fees. Sustainability credentials are improved, thus improving the brand reputation towards environmentally conscious consumers and investors seeking market competitiveness. Long-term operational savings and potential subsidies or incentives for renewable energy adoption can offset initial investments.

Sr. 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.	Biodiversity	Risk	Extraction of raw materials for manufacturing, such as metals and minerals, can disrupt and destroy habitats. There has been an increased demand for EVs, and the mining of associated minerals like lithium and cobalt escalates this issue. These activities catalyze biodiversity loss, attracting regulatory bodies' attention and leading to operational and reputational risks.	1.Tree plantation across plants in the last two years to maintain the ecosystem.	**Negative :** High costs are required in biodiversity restoration projects and sustainable procurement initiatives. Failure to address these issues can result in huge fines, legal issues, and reputational risks, potentially leading to decreased investor and customer trust. Non-compliance can lead to operational disruption and increased financial burden.
5.	Waste Management	Risk	A significant amount of waste is produced in automotive manufacturing, such as machine lubricants, solvents, paints, scrap metals, and plastics. Improper disposal of these materials can result in groundwater pollution and the release of greenhouse gases. The growing number of waste management regulations has made the process more complex and costly.	1. Implementation of recycling programs, putting in measures to increase employee/worker awareness on waste management. 2. Implementation of proper waste reduction strategies and following proper disposal methods.	**Negative :** Implementing effective waste management and recycling programs requires significant investment. Non-compliance with waste disposal regulations can result in hefty fines, legal costs, and environmental cleanup expenses. Poor waste management practices can also lead to reputational damage, affecting customer and investor relations and potentially losing business opportunities.
6.	Materials and Circular Economy	Risk and Opportunity	**Risk :** The automotive industry heavily relies on rare earth materials and other vital materials and minerals, and these materials have few alternatives/substitutes. Increased competition for these materials can lead to supply chain disruptions and higher procurement costs. Additionally, reliance on these materials poses a significant risk if supply becomes restricted. **Opportunity :** Using recycled materials in the manufacturing process can reduce the consumption of raw materials, leading to lower production costs. Other advantages associated with recycling include natural energy conservation and reduction of greenhouse gas emissions.	1.Product remanufacturing and re-usage can significantly reduce material waste. 2.Collaboration with suppliers and optimised material use throughout the lifecycle of the product.	**Negative :** Supply chain disruptions can increase overall cost, primarily in production. If critical materials are unavailable, operational delays may occur, leading to a stoppage in production and a loss of revenue. **Positive :** Reduction in cost due to lesser raw material being used and procured. Long-term benefits such as reduced material consumption and resource conservation lead to a positive environmental image, increasing eco-conscious customers and enhancing brand image.
7.	Employee Well-being and Development	Opportunity	Investing in employee well-being, development, and training leads to skill enhancement, improved job satisfaction, and reduced turnover rates. This leads to a more efficient and motivated workforce, driving overall business performance.	Not applicable	**Positive :** Recruitment and training costs are reduced when there is a decrease in the employee turnover rate. Enhanced productivity and job satisfaction contribute to better business performance and customer service. Positive employee relations and a solid organisational culture attract top talent, further supporting the company's growth and competitive advantage.

Sr. 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)
8.	Diversity, Equity and Inclusion	Opportunity	Embracing diversity and fostering an inclusive workplace can bring significant benefits. It attracts a variety of talented individuals, enhancing innovation and creativity. A culture where everyone has equal opportunities boosts competitiveness and success. Furthermore, promoting gender equality and fair employment policies supports social stability and economic growth.	Not applicable	**Positive :** A company has a competitive advantage on account of diverse workforce. A diverse workforce improves a company's reputation, making it easier to attract top talent. Higher employee engagement and lower turnover rates reduce recruitment costs.
9.	Occupational Health and Safety	Risk	Poor health and safety practices can result in workplace accidents, negatively impacting employee morale and productivity. This also poses a risk to the company's reputation and can lead to significant fines and legal liabilities.	1.Demonstration of a commitment to employee safety and well-being, taking initiatives by providing protective equipment, safety training programs, safety audits, feedback on safety practices and establishment of safety protocols will ensure a safe work place.	**Negative :** There can be legal liabilities and substantial fines in case of an accident involving the company. A bad/poor safety record can lead to higher insurance premiums and difficulty retaining and attracting talent due to fear of safety.
10.	Training and Development	Opportunity	In a complex global business environment, having skilled employees is crucial for success. Offering training and development opportunities helps keep employees engaged and productive while reducing turnover rates and associated costs.	Not applicable	**Positive :** A better employee retention rate leads to lower turnover costs. If the employees are satisfied, employee retention and lower turnover costs exist. Increased productivity and job satisfaction lead to improved business performance. Well-trained employees contribute to innovation and operational efficiency, enhancing long-term profitability. Training programs reduce errors and ensure compliance with industry standards.
11.	Customer Centricity	Risk and Opportunity	**Risk :** Defective vehicles can cause accidents, leading to injuries, fatalities, and costly recalls. This negatively impacts sales and the company's reputation. **Opportunity :** High customer satisfaction fosters loyalty, leading to repeat purchases and positive reviews in the market.	1.Implementation of customer feedback channels, providing efficient customer service, both pre and post-sale will help in an increased customer repeat rate. 2.Engagements with customers through different channels, feedback analysis for product improvement shows that the company is for the masses.	**Negative :** There can be a potential loss of sales due to product recalls and the legal liabilities attached to them. Reputational damage due to this can decrease customer trust and market share. **Positive :** Higher customer loyalty and repeat business boost sales. Positive customer reviews reduce marketing expenses and attract new customers, improving profitability.
12.	Corporate Governance	Opportunity	Strong governance practices ensure the company makes decisions that benefit all stakeholders, building long-term trust and stability. This is essential for maintaining a positive reputation and sustainable growth.	Not applicable	**Positive :** Robust and strong governance practices help build trust with investors and stakeholders, leading to increased investment and lower capital costs. It also helps prevent legal and regulatory issues, reducing the likelihood of incurring fines and penalties. These practices enhance reputation, attract business opportunities and partnerships, and help achieve strategic outcomes and sustainability.

Sr. 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)
13.	Business Ethics	Risk and Opportunity	**Risk :** Corruption and unethical behavior can lead to resource misallocation, environmental damage, and human rights abuses, damaging the company's reputation **Opportunity :** Transparency in disclosures helps the rating agencies to assess the organisations. Transparently disclosing organisational aspects helps improve the organisation's ESG scores. The organisation's clear policies and practices aid in building the trust of the company stakeholders.	1.Ethics training within different employee teams, creation of ethics code within the organisation and conducting regular ethics audits will ensure business ethics being seriously followed within the organisation. 2.Promoting a culture of accountability within the organisation, serious consequences for violations and encouragement of ethical decision making at all levels of the firm.	**Negative :** Legal penalties and reputational damage from ethical breaches can result in business loss and reduced investor confidence. Audit and compliance programs are expensive. **Positive :** Higher ESG ratings attract responsible investors. A competitive edge is gained due to an ethical reputation, which strengthens customer and stakeholder loyalty. Transparency and accountability reduce the risk of fraud and inefficiency.
14.	Research Development and Innovation	Opportunity	Investing in technological innovation can boost efficiency, reduce costs, and lower emissions. This helps the company stay competitive in rapidly evolving markets like electric and hydrogen vehicles.	Not applicable	**Positive :** New products and technologies drive revenue growth and market share. Innovative processes enhance efficiency and profitability. Staying ahead of industry trends attracts customers and investors. Sustainable innovations improve regulatory compliance and brand reputation.
15.	Sustainable Supply Chain Management	Risk and Opportunity	**Risk :** Supply chain practices have significant environmental impacts, including emissions, water usage, and biodiversity. Mismanagement can lead to regulatory fines and damage human health. **Opportunity :** Integration of ESG aspects in supply chain directly reduces operational risk, lowers the cost and helps in reducing the overall ESG footprint.	1.Compliance with the supplier code of conduct to minimise the risks. 2.Supplier screening and assessment on various parameters and providing mitigating actions.	**Negative :** Ensuring compliance and implementing sustainable practices throughout the supply chain increases costs. Disruptions and environmental violations can lead to fines, production delays, and operational costs. **Positive :** Improved supply chain resilience and efficiency through sustainable practices can reduce costs and enhance profitability. Better risk management and visibility can prevent disruptions and ensure continuity. Sustainable supply chain practices can improve brand reputation and attract eco-conscious consumers and investors, driving long-term growth.
16.	Data Privacy and cybersecurity	Risk	The increase in data and cybersecurity breaches poses significant risks, especially with online transactions and cloud computing. Protecting customer data is essential to avoid operational disruptions and reputational damage.	1. Implementation of advanced threat detection, security audits on a regular basis, having a dedicated IT team working towards protecting customer information and data should be stationed.	**Negative :** High costs for cybersecurity measures and compliance with data protection regulations. A data breach can result in fines, legal fees, and compensation. Reputational damage leads to customer trust loss and reduced market share. Long-term disruptions from cyber-attacks strain resources.

We have restated FY 2022-23 data due to changes in data consolidation approach and methodology. These restatements would enable consistency and comparability of information for the current and previous year.

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	https://www.forcemotors.com/investors.php								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes / No)	No								
4. Name of the national and international codes/certifications/labels/ standards (e.g., Foresat Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle..	All our plants are certified for ISO 14001:2015, ISO 45001:2018 and IATF 16949.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	FML has set the following goals and targets # - **Greenhouse Gas Emissions and Climate Change Management –** • FML is committed to achieve Net Zero GHG emissions in the operations by 2050 • 50% reduction of Scope 1 & 2 emission intensity by 2030 • 50% renewable energy consumption in the operations by 2026 • 13% reduction of CO2 emissions (direct use phase emissions) by 2033 for light commercial vehicles • Net Zero Carbon emissions (direct use phase emissions) by 2050 for light and medium commercial vehicles **Water and Effluent Management –** • To achieve water neutrality in own operations by 2035 and reduce y-o-y 5% of net freshwater consumption. **Waste Management** • To achieve zero waste to landfill by 2030. **Biodiversity** • To plant 5,000 trees annually. **Diversity, Equity and Inclusion** • To increase share of permanent women employees and workers to 10% by 2027. **Training and Development** • To increase average training hours per employee to 32 hours by 2030. **Employee Wellbeing and Development** • To conduct employee engagement survey annually **Occupational Health & Safety** • To achieve zero harm for all employees and workers in the operations. **Human Rights** • To develop Human Rights Risk Assessment framework by 2027. **Customer Centricity** • To conduct satisfaction survey annually. **Sustainable Supply Chain Management** • Implement 100% screening of all new suppliers on ESG criteria by 2027. • Assessment of all the critical suppliers on ESG criteria by 2027.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	FML has set the goals and targets in FY 2023-24. Performance against these goals and targets will be tracked and reported in the subsequent years.								
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)									

At Force Motors Limited, we have an unwavering commitment to creating a sustainable future for all our stakeholders: our customers, our employees, our suppliers, our shareholders, the society and community that we are part of, and the earth we inhabit. As part of this commitment, we have launched several initiatives on sustainability, and have put in dedicated teams to rigorously pursue the sustainability targets, some of which are outlined here.

Achieving Net Zero emissions by 2050, is a focus area of our sustainability commitment. This initiative will involve transitioning to 50% renewable energy by 2026, while taking significant steps to reduce our carbon footprint as we traverse the sustainability roadmap. Our resource conservation efforts will aim at achieving water neutrality and elimination of landfill waste by 2035. Fostering diversity and inclusivity at workplace is critically important, and we will increase female representation in our workforce to 10% by 2027. Safeguarding the well-being and safety of all employees in our organization will also be an ongoing focus area. By 2027, we will ensure assessment of all our critical and new suppliers on ESG requirements, ensuring that our partners also align with our sustainability values. Our governance strategy is designed to drive continuous improvement and innovation in all aspects of our value chain.

With these sustainability initiatives, we aim to set a high standard for a sustainable, responsible, and resilient future for all our stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Prasan Abhaykumar Firodia, Managing 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.	All the sustainability related issues are overseen by Mr. Prasan Abhaykumar Firodia (Managing Director), who is a Board Member. The Corporate Social Responsibility Committee reviews CSR activities as per the Annual plan. Mr. Sanjay Kumar Bohra, Chief Financial Officer is the head of Sustainability Activities.

10. Details of Review of NGRBCs by the Company :

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually / Half yearly / Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	All the policies are being reviewed periodically or on need basis and being monitored by the Board of Directors as and when required. In the assessment, the efficacy of policies is also being reviewed and necessary changes are incorporated from time to time									Periodically or on need basis								

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes - The company complies with all applicable laws of the land it operates in.								

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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.	The Processes and Policies of the Company are reviewed and evaluated from time to time by respective departments internally and are updated whenever required. The Board considers suggestions, recommendations of the management before approving these policies. We intent to conduct an independent assessment of our policies in due course.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
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)	-	-	-	-	-	-	-	-	-

The forward-looking statement presented in this report outlines Force Motors Limited, Estimates and expectations based on reasonable assumptions and past performance. However, these projections are subject to change due to factors such as sectoral shifts, regional market conditions, government regulations and other incidental considerations. It is important to note that these statements should not be considered as guarantee of future performance.

SECTION C : PRINCIPLE WISE PERFORMANCE

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.

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	07	Familiarization programmes, Business presentation on quarterly basis aiming for awareness of business structure, Industrial developments, company business of its product line. Further, updates on business of its subsidiaries and joint ventures. Continuous updates on regulatory changes and changing roles and responsibilities of Board Members especially Independent Directors.	100.0%
Key Management Personnel	07	Focus on keeping the Key Managerial Personnel well informed on the matters relating to our governing norms, risk metrices, Code of Conduct, and Insider Trading Code and other related matter.	100.0%
Employees other than BoD and KMPs	02	Employees and Workers are provided with various awareness and learning interventions both online and offline on topics of Code of Conduct, Wellness facilities and policies, EOHS, Human Rights, Posh and Sustainability etc. on continuous basis.	100.0%
Workers	02		100.0%

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 the SEBI (Listing Obligations and Disclosure Requirements) 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	Nil				
Settlement					
Compounding fee					
	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	Nil				
Punishment					

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
NIL	NIL
NIL	NIL

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 an anti-corruption and anti-bribery policy that covers bribery, gifts and hospitality, facilitation payments, political contributions, and charitable contributions. The policy applies to all employees, consultants, contractors, trainees, retainers, workers, third parties, and the Board of Directors. It covers ways to raise a concern, training and communication, and the monitoring and review mechanism of the policy. Anti_Bribery_Anti_Corruption_Policy.pdf (forcemotors.com)

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 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of Complaints received in relations to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of Complaints received in relations to issues of Conflict of Interest of the KMPs				

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 since there were no cases of corruption and conflicts in FY 2023-24.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payable	43	50

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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of purchases	a. Purchases from trading houses as a % of total purchases	0.42%	0.58%
	b. Number of trading houses where purchases are made from	620	602
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	27.18%	43.0%
Concentration of sales	a. Sales to dealers/ distributors as % of total sales	55.72%	52.64%
	b. Number of dealers / distributors to whom sales are made	604	614
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	23.08%	23.93%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	6.49%	5.97%
	b. Sales (Sales to related parties / Total Sales)	0.09%	2.54%
	c. Loans & Advances (Loans & Advances given to related parties / Total Loans & Advances)	0	0
	d. Investments (Investments in related parties / Total Investments)	0	0

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 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R & D	45.0%	41.0%	a. Development of vehicles with lower emission, CNG-based models, and electric vehicles. b. Development of safety features like Electronic Stability Program (ESP), Airbags, ABS, etc. c. New Ambulance Models and disaster management vehicles
Capex	12.4%	13.7%	

2. **A. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

   Yes. The Company has well-defined approach to engage with suppliers in ethical, responsible, fair, transparent, legal, and sustainable manner. The Company's input materials and services are sourced from suppliers adhering to internal sustainability standards. Our PO terms and conditions mention that vendor has to fulfill the ISO 14001 & OHSAS 18001 requirements along with compliance to the notification of Environment department for ban of plastics used in packaging material.

   The supplier code of conduct defines the requirements that a supplier needs to adhere to. It covers parameters such as Human Rights, Health and Safety, bribery, resource & energy consumption, water quality, consumption and management, air quality, responsible chemical management, waste reduction, reuse and recycling, animal welfare biodiversity, land use and deforestation, responsible sourcing of raw materials and business ethics.

   B. If yes, what percentage of inputs were sourced sustainably ?

   38.0%

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

   Plastic waste - Plastic waste is generated during the manufacturing and packaging materials used in our products. Currently, we are in the process of developing a waste collection plan in line with EPR guidelines.

   E-waste - As we are in the automobile manufacturing sector, this is not applicable. All the e-waste generated at the manufacturing facilities is disposed of through authorized facilities.

   Hazardous waste - As we are in the automobile manufacturing sector, this is not applicable. All hazardous waste generated from manufacturing facilities is safely disposed of through authorized facilities.

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.**

   We are subject to Extended Producer Responsibility (EPR) regulations under the Plastic Waste Management and Handling Rules, 2016 (as amended), and fall within the category of 'producer' or 'brand owner'. We are in the process of developing a waste collection plan in line with EPR guidelines for submission to the Central Pollution Control Board (CPCB).

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 :

	% of employees covered by										
Category	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	3,909	3,092	79.1%	3,903	99.8%	0	0.0%	0	0.0%	0	0.0%
Female	119	112	94.1%	110	92.4%	119	100.0%	0	0.0%	0	0.0%
Total	**4,028**	**3,204**	**79.5%**	**4,013**	**99.6%**	**119**	**3.0%**	**0**	**0.0%**	**0**	**0.0%**
Other than Permanent employees											
Male	1,606	0	0.0%	340	21.2%	0	0.0%	0	0.0%	0	0.0%
Female	95	0	0.0%	2	2.1%	95	100.0%	0	0.0%	0	0.0%
Total	**1,701**	**0**	**0.0%**	**342**	**20.1%**	**95**	**5.6%**	**0**	**0.0%**	**0**	**0.0%**

(b) Details of measures for the well-being of workers :

	% of Workers covered by										
Category	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	445	445	100.0%	445	100.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	**445**	**445**	**100.0%**	**445**	**100.0%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**
Other than Permanent Workers											
Male	1,546	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	**1,546**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**

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

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.18%	0.23%

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

Benefits	**FY 2023-24**			FY 2022-23		
	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	70.3%	100.0%	Yes	67.3%	100.0%	Yes
Gratuity	70.3%	22.4%	Yes	67.3%	31.7%	Yes
ESI	32.7%	77.6%	Yes	30.0%	68.3%	Yes
Others- please specify	NIL	NIL	NA	NIL	NIL	NA

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.

Yes. FML is committed to providing equal opportunities in employment and creating an inclusive work environment and the guidelines are laid in the FML Group's Code of Conduct.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	33.3%	0.0%	NA	NA
Total	33.3%	0.0%	NA	NA

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

	Yes / No (If Yes, then give details of the mechanism in brief)
Permanent Workers **Other than Permanent Workers** **Permanent Employees** **Other than Permanent Employees**	Yes, the Company has a Whistle-blower Policy and Prevention of Sexual Harassment at Workplace (POSH) Policy. The grievances related to sexual harassment are resolved as per the POSH policy. For all other grievances the Site Human Resource Personnel is the grievance redressal officer. The workers and employees can submit their grievances to the officer. The officer discusses and resolves the grievances every month.

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

Category	**FY 2023-24**			FY 2022-23		
	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	4,028	0	0.0%	3,651	0	0.0%
Male	3,909	0	0.0%	3,564	0	0.0%
Female	119	0	0.0%	87	0	0.0%
Total Permanent Workers*	445	418	94.0%	495	467	94.0%
Male	445	418	94.0%	495	467	94.0%
Female	0	0	0.0%	0	0	0.0%

* As made available to Company

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	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 / A)
Employees										
Male	5,515	5,515	100.0%	2,777	50.4%	5,289	5,289	100.0%	1,926	32.2%
Female	214	214	100.0%	141	65.9%	135	135	100.0%	76	44.2%
Total	**5,729**	**5,729**	**100.0%**	**2,918**	**50.9%**	**5,424**	**5,424**	**100.0%**	**2,002**	**32.5%**
Workers										
Male	1,991	1,991	100.0%	19	1.0%	1,560	1,560	100.0%	32	2.2%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Total	**1,991**	**1,991**	**100.0%**	**19**	**1.0%**	**1,560**	**1,560**	**100.0%**	**32**	**2.2%**

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	5,515	3,866	70.1%	5,289	4,149	78.4%
Female	214	112	52.3%	135	115	85.2%
Total	**5,729**	**3,978**	**69.4%**	**5,424**	**4,264**	**78.6%**
Workers						
Male	1,991	0	0.0%	1,560	0	0.0%
Female	0	0	0.0%	0	0	0.0%
Total	**1,991**	**0**	**0.0%**	**1,560**	**0**	**0.0%**

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 of such 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?

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

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

Yes, we have implemented occupational health and safety management system. Three out of four plants are ISO 45001: 2018 certified and one plant is undergoing certification which will be completed by FY 2025.

To identify work related hazards, we have conducted Hazard Identification and Risk Assessment (HIRA) across all the plants as per the requirements of ISO 45001: 2018. We have developed a site emergency plant and conduct mock drills regularly.

A Shop safety committee meeting is conducted regularly at all the shop floors. All the employees and workers participate in the meeting and can report work-related hazards to eliminate the risks. In addition, they can communicate about the hazards to the Safety head directly, as and when required.

All the workers and employees have access to non-occupational medical and healthcare services.

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

Safety Incident / Number	Category*	**FY 2023-24**	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.15	0.08
	Workers	3.5	2.2
Total recordable work-related injuries	Employees	2	1
	Workers	25	13
No. of fatalities	Employees	0	1
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*including the contract workforce

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

We continuously take measures to ensure a safe and healthy workplace. Some of them are as follows -

1. Forklifts to lift heavy objects and materials
2. PPE kits to all employees as per requirement
3. Round the clock supervision
4. Displays around the shop for high lighting unsafe working conditions or acts
5. Regular checks of lifting tackles/ pressure vessels as per statutory requirements through competent person

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

	FY 2023-24			FY 2022-23		
	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	NA	0	0	NA
Health and Safety	0	0	NA	0	0	NA

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	100.0%
Working conditions	100.0%

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

The Company has conducted Electrical Safety audit by External Competent person and has complied with the observations. Further, the company is conducting Annual Safety Campaign since 2021 to increase Awareness among the employees.

PRINCIPLE - 4

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS.

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

   FML has formulated a Stakeholder Engagement Process to develop long-term relationships and create value for the stakeholders. The Company identifies individuals or group of individuals as their stakeholders, both external and internal, who are impacted by the Company's products, services and business operations. Our key stakeholders include but are not limited to Shareholders, Employees and Workers, Customers and Dealers, Vendors and Suppliers, Government and Regulatory authorities, Industry associations, Media and Community.

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 and marginalized Group (Yes / No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (annually, half yearly, quarterly, others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	- General meetings/Postal Ballot Communication/ Annual Reports - Written Communications via emails/ letters - Newspaper - Dissemination of Information on website of Stock Exchanges - Press Releases	Regular/need basis	• Dissemination of information having a bearing on the performance / operations of the Company including price sensitive information, updating Shareholders on various statutory requirements with respect to their shareholding in the Company, addressing shareholders, addressing them at the General Meetings.
Employees and Workers	No	- Employee newsletters - Intranet Portal - Cultural events - Trainings and performance management system - Functional and cross-functional committees - Emails, written communication	Daily	• Training and skill development • Employee well-being and development • Health and Safety • Rewards and recognition
Customers, Dealers and Service Centers	No	- Direct consumer calls - Customer satisfaction surveys - Complaint handling & feedback - Marketing and Advertising - Email Communication - Conference	Continuous	• Understanding the expectations of the customers
Regulator / Government / Civil Societies / Policy Maker	No	- Annual reports - Communications with regulatory bodies - Formal dialogues - Chamber Meetings - In-person and virtual meetings	As and when required	• Compliance with laws and regulations
NGOs and Communities	Yes	- Donations and Philanthropy Work - CSR interventions and initiatives - Community development through various events	Continuous	• Understand the impact of the operations, grievances, and initiatives to be taken under CSR activities
Suppliers / service providers	No	- Contractor and Supplier meets - Regular interaction through phone, e-mail and in person - Supplier Audits	Continuous	• Understand the challenges and uninterrupted raw material supply
Experts/Academic and Research Institutions	No	- Email Communication - Meetings	As and when required	• Understand the improvement areas for the products manufactured. • Collaboration for research and development
Media	No	- Press Conference - Written communication	As and when required	• Communication of progress through press releases and interviews
Industry Associations	No	- Meetings - Email Communication	As and when required	• Sharing of leading industry practices • Participation in meetings, conferences, etc.

PRINCIPLE - 5

BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

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 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4,028	4,028	100.0%	3,651	3,651	100.0%
Other than permanent	1,701	1,701	100.0%	1,773	1,773	100.0%
Total Employees	5,729	5,729	100.0%	5,424	5,424	100.0%
Workers						
Permanent	445	445	100.0%	495	495	100.0%
Other than permanent	1,546	1,546	100.0%	1,065	1,065	100.0%
Total Workers	1,991	1,991	100.0%	1,560	1,560	100.0%

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

Category	FY 2023-24					FY 2022-23				
	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	**4,028**	**0**	**0.0%**	**4,028**	**100.0%**	**3,651**	**0**	**0.0%**	**3,651**	**100.0%**
Male	3,909	0	0.0%	3,909	100.0%	3,564	0	0.0%	3,564	100.0%
Female	119	0	0.0%	119	100.0%	87	0	0.0%	87	100.0%
Other than Permanent	**1,701**	**0**	**0.0%**	**1,701**	**100.0%**	**1,773**	**0**	**0.0%**	**1,773**	**100.0%**
Male	1,606	0	0.0%	1,606	100.0%	1,725	0	0.0%	1,725	100.0%
Female	95	0	0.0%	95	100.0%	48	0	0.0%	48	100.0%
Workers										
Permanent	**445**	**0**	**0.0%**	**445**	**100.0%**	**495**	**0**	**0.0%**	**495**	**100.0%**
Male	445	0	0.0%	445	100.0%	495	0	0.0%	495	100.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Other than Permanent	**1,546**	**0**	**0.0%**	**1,546**	**100.0%**	**1,065**	**0**	**0.0%**	**1,065**	**100.0%**
Male	895	0	0.0%	895	100.0%	1,065	0	0.0%	1,065	100.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%

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

   a. **Median remuneration / wages :**

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	7	28,00,000	1	11,50,000
Key Management Personnel	2	1,22,53,984	0	-
Employees other than BoD and KMP	5,515	4,89,744	214	1,89,495
Workers	1,991	54,145	0	0

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	2.1%	1.7%

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

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

   The Company has a Whistleblower policy and POSH policy which is available to the employees and workers on the intranet. The Site Human Resource Personnel is the grievance redressal officer. The workers and employees can submit their grievances related to human rights to the officer. The officer discusses and resolves the grievances every month.

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

	FY 2023-24			FY 2022-23		
	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	NA	NIL	NIL	NA
Discrimination at workplace	NIL	NIL	NA	NIL	NIL	NA
Child Labour	NIL	NIL	NA	NIL	NIL	NA
Forced Labour/ Involuntary	NIL	NIL	NA	NIL	NIL	NA
Labour	NIL	NIL	NA	NIL	NIL	NA
Wages	NIL	NIL	NA	NIL	NIL	NA
Other human rights related issues	NIL	NIL	NA	NIL	NIL	NA

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

	FY 2023-24	FY 2022-23
Total complaints reported under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employee/ workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

We have Anti-discrimination and Anti-harassment policy that prohibits discrimination and harassment at workplace. We also have policies such as Human Rights, POSH and Code of Conduct to prevent discrimination and harassment at workplace. All the employees and workers can report to the Site Human Resource Personnel in the event of such cases and actions are taken to resolve the complaints.

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

Yes, as per the Supplier Code of Conduct suppliers are expected to keep their workplaces free of forced labor, child labor, harassment harsh treatment, violence, intimidation, corporal punishment, physically abusive disciplinary practices, and discrimination. Suppliers are expected to respect the right to freedom of association, participation, collective bargaining, and provide access to appropriate grievance redressal mechanisms, which means working constructively with recognized employee representatives to promote the interests of its employees and, in locations where employees are not represented by unions, providing opportunities for employee concerns to be heard.

10. **Assessments for the year :**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)*
Child labour	100.0%
Forced/involuntary labour	100.0%
Sexual harassment	100.0%
Discrimination at workplace	100.0%
Wages	100.0%
Others – please specify	100.0%

* assessed by entity

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

The assessment was conducted by the entity and no significant risks/ concerns were identified.

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	Unit	**FY 2023-24**	FY 2022-23
From renewable sources			
Total electricity consumption (A)	GJ	6,910	3,137
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	6,910	3,137
From non-renewable sources			
Total electricity consumption (D)	GJ	207,129	192,397
Total fuel consumption (E)	GJ	114,045	103,414
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	321,173	295,811
Total energy consumed (A+B+C+D+E+F)	GJ	328,083	298,948
Energy intensity per rupee of turnover (Total energy consumption/ revenue from operations)	GJ/INR in lakhs	0.47	0.59
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption/ revenue from operations adjusted for PPP)	GJ/USD in million	1.05	1.32
Energy intensity in terms of physical output	GJ/number of vehicles manufactured	9.76	10.60

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.

No, independent assessment/ evaluation/ assurance has not been carried out.

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.**

   The Performance, Achieve and Trade (PAT) Scheme is not applicable for FML.

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

Parameter	Unit	**FY 2023-24**	FY 2022-23
Water withdrawal by source			
(i) Surface water	kl	6,571	5,600
(ii) Groundwater	kl	-	-
(iii) Third party water	kl	473,083	473,361
(iv) Seawater / desalinated water	kl	-	-
(v) Others	kl	-	-
Total volume of water withdrawal (i + ii + iii + iv + v)	kl	479,654	478,961
Total volume of water consumption	kl	477,997	478,575
Water intensity per rupee of turnover (Water consumed / revenue from operations)	kl/INR in lakhs	0.68	0.95
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Water consumed / revenue from operations adjusted for PPP)	kl/USD in million	1.53	2.11
Water intensity in terms of physical output	kl/number of vehicles manufactured	14.16	16.92

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, independent assessment/ evaluation/assurance has not been carried out by an external agency.

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

Parameter	**FY 2023-24**	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	-	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	-	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) To Produced water	-	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Sent to third-parties#	1,658	387
- No treatment	1,658	387
- With treatment – please specify level of treatment	0	0
(vi) Others	-	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	**1,658**	**387**

Effluent is discharged to Mahindra World City (Common treatment plant), at Chennai plant.

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, independent assessment / evaluation / assurance has not been carried out by an external agency.

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

   Yes, Three out of four plants have Zero Liquid Discharge. The Company has installed effluent and sewage treatment plants and the recycled water is used in toilets, for gardening and horticulture purposes.

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

Parameter	Please specify unit	**FY 2023-24**	FY 2022-23
NOx	kg	2,179	1,437
Sox	kg	1,466	1,311
Particulate matter (PM)	kg	5,329	2,693
Persistent organic pollutants (POP)	kg	-	-
Volatile organic compounds (VOC)	kg	-	-
Hazardous air pollutants (HAP)	kg	-	-
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.

No, independent assessment/ evaluation/assurance has not been carried out by an external agency.

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

Parameter	Unit	**FY 2023-24**	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	14,278	9,094
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	41,736	38,266
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total scope 1 and scope 2 GHG emissions / revenue from operations)	MT CO2e / ₹ in lakhs	0.08	0.09
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover adjusted for Purchasing Power Parity (Total scope 1 and scope 2 GHG emissions / revenue from operations adjusted for PPP)	MT CO2e / USD in million	0.18	0.21
Total Scope 1 and Scope 2 emission intensity in terms of physical output	MT CO2e/number of vehicles manufactured	1.66	1.67
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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, independent assessment/ evaluation/assurance has not been carried out by an external agency.

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

   Yes. Force Motors consumed 3.3% of the electricity from renewable sources and avoided 1,374 tCO2e emissions, which could have been due to non-renewable electricity consumption. Other initiatives taken are installation of energy efficient air compressors, replacement of old conventional lights to LED lights, elimination of the idle running of machines, installation of VFD and energy efficient motors in cooling towers, VFD installation in cooling tower pumps and installation of chillers which helped in reducing the energy consumption and GHG emissions. The Company has also entered into Power Purchase Agreement with Tata Power Renewable Energy Limited, Mumbai in respect of procurement of Solar Power from a specific Solar Plant, under Open Access Mode.

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

Parameter	**FY 2023-24**	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	522.5	372.4
E-waste (B)	5.7	7.5
Bio-medical waste (C)	0.01	--
Construction and demolition waste (D)	--	--
Battery waste (E)	10.7	13.3
Radioactive waste (F)	--	--
Other Hazardous waste. Please specify, if any. (G)	563.8	437.3
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	14,633.5	12,215.7
Total (A+B + C + D + E + F + G + H)	**15,736.2**	**13,046.2**
Waste intensity per rupee of turnover (Total waste generated / revenue from operations)	0.03	0.02
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ revenue from operations adjusted for PPP)	0.07	0.04
Waste intensity in terms of physical output	0.47	0.46
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	1,974	2,766
(ii) Re-used	12,547	9,031
(iii) Other recovery operations	20	22
Total	**14,541**	**11,819**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration (with energy recovery)	244	179
Incineration (without energy recovery)	48	30
(ii) Landfilling	75	56
(iii) Other disposal operations	43	-
Total	**410**	**265**

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, independent assessment/ evaluation/assurance has not been carried out by an external agency.

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.

All the waste is collected at the source of generation from each department and segregated into different categories- Hazardous waste and Non-hazardous waste at the designated sites till disposal.

We follow applicable rule and regulations for disposing hazardous waste whereas the non-hazardous waste is sold to authorized vendors. The waste management practices are regulated as per the requirement of MPCB/CPCB.

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 :

Sr. No.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
None of our operations are located around the ecologically sensitive areas.			

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
There were no new establishments or expansion of existing projects in the financial year and hence environmental impact assessments were not conducted.					

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-compliances, in the following format :

Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the company is compliant with all the applicable environmental law/regulations.			

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.

Six

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

Sr. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	Automotive Research Association of India	National
2	Mahratta Chamber of Commerce, Industries and Agriculture	State
3	Indo German Chamber of Commerce	National
4	Society of Indian Automobile Manufacturers	National
5	Confederation of Indian Industry	National
6	Tractor Manufacturers Association	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
NIL	-	-
NIL	-	-

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	ESA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
During the FY 2023-24, we were not required to conduct any Social Impact Assessments (SIA) for any of the projects					

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

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.**

   Community stakeholders may use any of the available channels of communication to raise grievances. As a Company that values social responsibility, FML has been engaged with various CSR initiatives that benefit the communities at large. These initiatives have covered a broad range of areas for benefit of the communities.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	7.4%	5.0%
Directly from within India	58.0%	60.0%

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 2023-24**	FY 2022-23
Rural	FML is in the process of tracking this data and plans to report in the next financial year.	
Semi urban		
Urban		
Metropolitan		

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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 consumer complaint monitoring mechanism is a part of the IATF manual.

(a) Complaints reported at Call Centre : Consumer complaints are received at Force Motors' Call center, which is available for 24x7 and in multiple languages, viz, English, Hindi, Marathi, Tamil, Malyalam, Kannada & Telugu.

- The complaint received through Toll Free Number is registered by call center and a complaint number is allotted. It is escalated to respective dealer with copy to respective Territory Service Manager (TSM), Regional Service Manager (RSM) and copy is marked to Head Office (HO) Service, for information.
- Customer complaint is directly attended by dealer and Territory Service Manager (TSM) & Regional Service Manager (RSM) co-ordinate for closure.
- These complaints are monitored at Head Office (HO) Service for expediting closure on daily basis by following up with Territory Service Manager (TSM) & Regional Service Manager (RSM)s.
- On monthly basis region wise Management Information System (MIS) is prepared based on response time, resolution time and customer complaint details.
- After the closure of complaint, the dealer / Territory Service Manager (TSM) / Regional Service Manager (RSM) communicate to Call center for closure in records.

(b) Written Complaints – Complaints received other than call center i.e., through letter / email / telephonic call at Head Office (HO) are compiled.

- The customer complaints are recorded in excel sheet.
- The complaint is studied and referred to respective field staff / dealer for complete totality report after vehicle inspection.
- After receiving respective field staff /dealer vehicle inspection report, corrective actions are taken to resolve the complaint.
- After the complaint is resolved the concerned field staff / dealer obtains customer satisfaction note and sends it to the Head Office (HO)-service for closing the same.
- In case of any technical help required, Territory Service Manager (TSM) / Regional Service Manager (RSM) raise Product Complaint Report (PCR) and takes up with Head Office (HO) Service.

(c) Comments on social media handles - Facebook, Instagram & LinkedIn (responses made by social media agency and passed onto HO team for further action)

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	100.0%
Safe and responsible usage	100.0%
Recycling and/or safe disposal	NIL

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber Security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services*	31	29	Consumer Complaints (Cases are pending in respective Courts)	30	20	Consumer Complaints (Cases are pending in respective Courts)
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Other	NIL	NIL	-	NIL	NIL	-

* Consumer forum complaints

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

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

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 an internal policy to manage the cybersecurity and risks related to the data privacy.

   Force_Motor_ISMS_Information_Security_Policy.pdf (forcemotors.com)

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.**

   NIL

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

   (a) Number of instances of data breaches

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

   (c) Impact, if any, of the data breaches

   There were no records of data breaches in the reporting year.