

MSIL: COS: NSE&BSE: 2024/08\_05

4<sup>th</sup> August, 2024

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

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

**Sub: Business Responsibility and Sustainability Report (BRSR) for the financial year 2023-24**

Dear Sir(s),

Pursuant to Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2023-24, which also forms an integral part of the Annual Report.

Kindly take the same on record.

Thanking You,

Yours truly,

*For* **Maruti Suzuki India Limited**

Sanjeev Grover  
Executive Officer & Company Secretary

Encl: As above

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**MARUTI SUZUKI INDIA LIMITED**

Head Office:

Maruti Suzuki India Limited,  
1, Nelson Mandela Road, Vasant Kunj,  
New Delhi - 110070, India.

Tel: 011- 46781000, Fax: 011-46150275/46150276

E-mail id: [contact@maruti.co.in](mailto:contact@maruti.co.in), [www.marutisuzuki.com](http://www.marutisuzuki.com)

Gurgaon Plant:

Maruti Suzuki India Limited,  
Old Palam Gurgaon Road,  
Gurgaon - 122015, Haryana, India.

Tel: 0124-2346721, Fax: 0124-2341304

Manesar Plant:

Maruti Suzuki India Limited,  
Plot No.1, Phase - 3A, IMT Manesar,  
Gurgaon - 122051, Haryana, India.

Tel: 0124-4884000, Fax: 0124-4884199

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L34103DL1981PLC011375
2.	Name of the Listed Entity	Maruti Suzuki India Limited
3.	Year of incorporation	1981
4.	Registered office address	1, Nelson Mandela Road, Vasant Kunj, New Delhi-110070
5.	Corporate address	1, Nelson Mandela Road, Vasant Kunj, New Delhi-110070
6.	Email	investor@maruti.co.in
7.	Telephone	011-46781000
8.	Website	http://www.marutisuzuki.com/
9.	Financial year for which reporting is being done reported	01/04/2023 to 31/03/2024
10.	Name of the Stock Exchange(s) where shares are listed	1) Bombay Stock Exchange Ltd. (BSE) 2) National Stock Exchange of India Ltd. (NSE)
11.	Paid-up capital	₹ 1,572 million
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Name- Mr. Ranjit Singh (Executive Vice President -Sustainability) Contact- 011-46781147 Email – ranjit.s@maruti.co.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone
14.	Name of assurance provider	DNV Business Assurance India Private Limited
15.	Type of assurance obtained	Reasonable Assurance on BRSR Core Limited Assurance on other indicators

### II. Products/services

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

Sr. no.	Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
1	Manufacture of motor vehicles	The Company is engaged in the business of manufacturing and sale of passenger and commercial vehicles. The Company's vehicles are offered through three channels: Nexa, Arena and Commercial.	83.05%
2	Sale of motor vehicle parts and accessories	The Company also sells aftermarket parts and accessories under the brand name of 'Maruti Suzuki Genuine Parts' and 'Maruti Suzuki Genuine Accessories'.	12.70%

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

Sr. no.	Product/Service	NIC Code	Percentage of total Turnover contributed
1	Manufacture of motor vehicles	2910	83.05%
2	Sale of motor vehicle parts and accessories	4530	12.70%

### 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	2 Gurugram and Manesar	60 The offices and locations include Research and Development centre, Head Office, area office, zonal offices, regional offices, training centres, warehouses etc.	62
International	Nil	Nil	Nil

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

##### a. Number of locations

Locations	Number
National (No. of States)	Pan-India
International (No. of Countries)	Exports to nearly 125 countries

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

12.74%

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

Maruti Suzuki India Limited, India's largest passenger vehicle manufacturer, caters to diverse range of customers such as individuals, government and corporate employees, fleet owners, defence agencies, NRIs etc. These vehicles are used by customers for a range of utilities such as personal commute, taxi and rental services, public transportation, goods transportation, patient transportation etc. The Company reaches to customers through its robust network.

**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)
<b>Employees</b>						
1	Permanent (D)	12,515	11,773	94.07%	742	5.93%
2	Other than Permanent (E)	1,525	1,445	94.75%	80	5.25%
3	<b>Total employees (D + E)</b>	<b>14,040</b>	<b>13,218</b>	<b>94.15%</b>	<b>822</b>	<b>5.85%</b>
<b>Workers</b>						
4	Permanent (F)	5,713	5,703	99.82%	10	0.18%
5	Other than Permanent* (G)	20,251	20,230	99.90%	21	0.10%
6	<b>Total workers (F + G)</b>	<b>25,964</b>	<b>25,933</b>	<b>99.88%</b>	<b>31</b>	<b>0.12%</b>

\* Besides workers engaged in production activities, this year's other than permanent workers manpower includes outsourced workers involved in civil projects, maintenance, warehouse, and sales & dispatch activities also.

**b. Differently abled Employees and workers:**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently Abled Employees</b>						
1	Permanent (D)	14	13	92.86%	1	7.14%
2	Other than Permanent (E)	Nil	Nil	NA	Nil	NA
3	<b>Total differently abled employees (D + E)</b>	<b>14</b>	<b>13</b>	<b>92.86%</b>	<b>1</b>	<b>7.14%</b>
<b>Differently Abled Workers</b>						
4	Permanent (F)	10	10	100%	Nil	0.00%
5	Other than Permanent (G)	Nil	Nil	NA	Nil	NA
6	<b>Total differently abled workers (F + G)</b>	<b>10</b>	<b>10</b>	<b>100%</b>	<b>Nil</b>	<b>0.00%</b>

**21. Participation/Inclusion/Representation of women:**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12	1	8.33%
Key Management Personnel	3	Nil	0.00%

**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	4.39%	6.53%	4.51%	7.06%	14.52%	7.46%	6.98%	11.15%	7.21%
Permanent Workers	0.48%	19.05%	0.51%	0.30%	8.33%	0.31%	0.38%	0.00%	0.38%

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. (a) Names of holding/subsidiary/associate companies/joint ventures**

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Suzuki Motor Gujarat Private Limited	Subsidiary	100%	For the current financial year, the Company has reported on a standalone basis, hence the report does not include Business Responsibility initiatives of the related entities.
2	True Value Solutions Limited	Subsidiary	100%	
3	J.J. Impex (Delhi) Limited	Subsidiary	100%	
4	Plastic Omnium Auto Inergy Manufacturing India Private Limited	Joint Venture	26.00%	
5	Marelli Powertrain India Private Limited	Joint Venture	19.00%	
6	Maruti Suzuki Toyotsu India Private Limited	Joint Venture	50.00%	
7	Bharat Seats Limited	Associate	14.81%	
8	Jay Bharat Maruti Limited	Associate	29.28%	
9	Machino Plastics Limited	Associate	15.35%	
10	Caparo Maruti Limited	Associate	25.00%	
11	Hanon Climate Systems India Private Limited	Associate	39.00%	
12	Krishna Maruti Limited	Associate	15.79%	
13	SKH Metals Limited	Associate	37.03%	
14	Nippon Thermostat (India) Limited	Associate	10.00%	
15	Mark Exhaust Systems Limited	Associate	44.37%	
16	Bellsonica Auto Component India Private Limited	Associate	30.00%	
17	FMI Automotive Components Private Limited	Associate	49.00%	
18	Manesar Steel Processing India Private Limited	Associate	11.83%	
19	Maruti Suzuki Insurance Broking Private Limited	Associate	46.26%	
20	Bahucharaji Rail Corporation Limited	Associate	30.37%	

**VI. CSR Details****24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

(ii) Turnover (in ₹): 1,409,326 million

(iii) Net worth (in ₹): 839,820 million

**VII. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide weblink for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, the local community can reach out to the Community Relations Manager (CRM) posted at each plant location.	8	Nil	NA	16	Nil	NA
Investors (other than shareholders)	NA (The Company does not have investors other than shareholders)	NA	NA	NA	NA	NA	NA
Shareholders	Yes, the Company has dedicated email handles where the shareholders can register their grievances. <a href="https://www.marutisuzuki.com/corporate/investors">https://www.marutisuzuki.com/corporate/investors</a>	7	Nil	NA	15	Nil	NA
Employees and workers	Yes. Employees can raise grievances to the Complaint Committee, Internal Committee, Whistle Blower ombudsperson, and HR employee grievance redressal channels etc. <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/Whistle_Blower_Policy.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/Whistle_Blower_Policy.pdf</a>	1,345*	179	Addressal of the pending complaints is in progress.	20	9	Pending cases were closed during FY 2023-24
Customers	Yes <a href="https://www.marutisuzuki.com/corporate/reach-us">https://www.marutisuzuki.com/corporate/reach-us</a>	23,282	210	Addressal of the pending complaints is in progress.	27,105	564	-
Value Chain Partners	The Company obtains feedback on various aspects from its value chain partners through periodic conferences and other events	Nil	Nil	NA	Nil	Nil	NA
Others (including anonymous)	No	6	4	Out of 4 pending cases, 2 cases have been closed (as on date of this report). Redressal of remaining 2 cases is in progress	Nil	NA	NA

\* Of the 1,345 grievances, 16 grievances have been reported to the Complaint Committee (including 1 received through the whistle blower mechanism) and 4 to the Internal Committee (POSH)

**26. Overview of the entity's material responsible business conduct issues:**

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

S. No.	Material issue identified	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 (positive or negative implications)
1	Innovation and Digitalisation People Development Sustainable Supply Chain	Risk	<b>Risks associated with increased scale of operations.</b> The Company aspires to scale up its production to 4 million units by FY 2030-31. This is nearly twice the scale from 2 million units production achieved in FY 2023-24. While the Company has taken nearly 40 years to increase its scale to 2 million units per annum, the scaling up to next 2 million units would be done in just 7-8 years. This is nearly 4 times faster To realise this growth plan, while the resource requirement such as human capital, financial capital and the know-how would increase steeply, the time required for making decisions would need to come down. Besides, the stakeholder partners such as Suppliers, Dealers, Transporters, would also need to scale up in line with the Company's plan.	<ul style="list-style-type: none"> <li>The Company is collaborating with its stakeholder partners to pre-empt the challenges associated with rapid scaling up and managing the increased scale of operations.</li> <li>The Company has put in place a separate organisation to work towards the measures required to achieve the goals for FY 2030-31.</li> <li>For managing increased scale of operations, a faster decision making would be required. Towards this, the Company is leveraging digitalisation to enhance data-based decision making.</li> </ul>	Negative
2	Sustainable Supply Chain Occupational Health and Safety Business Continuity Industrial Labour Relations	Risk	<b>Ensuring Continuity in Component Supplies</b> The Company has over 400 tier 1 suppliers and nearly 1500 tier 2 suppliers spread across geographies. Therefore, one of the largest sources of business continuity risk is the risk of disruption of component supplies. The disruption may be due to natural and man-made disasters.	<ul style="list-style-type: none"> <li>Maintaining close communication with suppliers</li> <li>Optimising the use of critical components such as semiconductors in electronic components</li> <li>Use of alternate semiconductors in electronic components</li> <li>Alternate suppliers</li> <li>Enhanced focus on localisation</li> <li>Temporary increase in the inventory of components</li> <li>Use of advanced technologies for prevention and quick suppression of fire</li> </ul>	Negative

S. No.	Material issue identified	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 (positive or negative implications)
3	Personal Data Security	Risk	<b>Safeguarding Consumer and Personal data</b> By the virtue of its business operations ranging from manufacturing to sales to service, a lot of personal data gets generated. The loss or theft of such large quantum of personal data may impact the Company's brand reputation	<ul style="list-style-type: none"> <li>Policies, governance structure and technological solutions are strengthened to safeguard the consumer and personal data</li> </ul>	Negative
4	Cyber security	Risk	<b>Cybersecurity</b> With increased digitalisation, the dependence on IT systems has increased drastically. Any disruption due to gaps in cyber security either at MSIL's end or at suppliers' end may affect business continuity and may lead to risk of leak of confidential information	<ul style="list-style-type: none"> <li>Establishment of Security Operations Centre (SOC) to detect IT security incidents</li> <li>Implementation of sandboxing technology to ensure proactive malware detection and containment</li> <li>Periodic vulnerability assessment and penetration testing</li> <li>Use of data leak prevention and information rights management</li> <li>Regular user awareness programmes to sensitise users on phishing attacks</li> </ul>	Negative
5	People Development Employment Practices	Risk	<b>Strengthening the Capacity and Capability for Future Product Development</b> Globally the automobile industry is at a cusp of major technological transition driven by increasing stringency in product regulations, changing customer preferences and increasing competitive intensity. To meet these evolving conditions, strengthening the capacity and capability for future product development is critical.	<ul style="list-style-type: none"> <li>Skilling the employees on new and advanced technologies</li> <li>Measures to motivate and retain talent</li> <li>Separate organisation to work towards the measures required to achieve the goals for FY 2030-31.</li> </ul>	Negative

S. No.	Material issue identified	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 (positive or negative implications)
6	Product and process emissions reduction	Opportunity	The average carbon emissions of the Company's fleet are one of the lowest in the country. By placing emphasis on multiple powertrain technologies ranging from Hybrids to CNG technology to highly fuel-efficient ICEs, the Company's fleet emit lower carbon emissions. Going ahead, to further support the journey towards decarbonisation, in addition to Introducing Electric vehicles, the Company is also working on use of Biofuels such as ethanol, compressed biogas. The emphasis on multiple technologies towards decarbonisation will help towards societal development by benefitting farmers and agrarian economy.  On reducing process emissions in manufacturing and vehicle dispatches, the Company will continue to increase its reliance on renewable energy and use of railways for vehicle dispatches.		Positive
7	Effective and efficient use of natural resources	Opportunity	One of the enablers of the Company's value creation is maximising the overall resource efficiency, thus leading to responsible consumption of finite materials. The Company actively practices aspects related to the circular economy such as eliminating waste, deploying the 3Rs (Reduce, Reuse, and Recycle) principle and maximising the use of renewable energy		Positive

For more information on material topics, risk and opportunity management, kindly refer to the Material Topics section of the Annual Integrated Report FY 2023-24 on page 74

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

P1- Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

P2- Businesses should provide goods and services in a manner that is sustainable and safe

P3- Businesses should respect and promote the well-being of all employees, including those in their value chains

P4- Businesses should respect the interests of and be responsive to all its stakeholders

P5- Businesses should respect and promote human rights

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

P7- Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

P8- Businesses should promote inclusive growth and equitable development

P9- Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	The Company's policies have been approved by the Board and/or the Managing Director.								
c. Web Link of the Policies, if available	P1: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf</a> P2: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Green_Procurement_Guidelines.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Green_Procurement_Guidelines.pdf</a> P3: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/OH&amp;S_Policy.pdf.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/OH&amp;S_Policy.pdf.pdf</a> P4: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL-CSR_Policy.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL-CSR_Policy.pdf</a> P5: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/OH&amp;S_Policy.pdf.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/OH&amp;S_Policy.pdf.pdf</a> <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf</a> P6: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/Environmental-Energy-Policy-English.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/Environmental-Energy-Policy-English.pdf</a> P8: <a href="https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL-CSR_Policy.pdf">https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL-CSR_Policy.pdf</a> P9: <a href="https://www.marutisuzuki.com/marutisuzukirewards/privacypolicy">https://www.marutisuzuki.com/marutisuzukirewards/privacypolicy</a> <a href="https://www.marutisuzuki.com/data-provider-consent-policy">https://www.marutisuzuki.com/data-provider-consent-policy</a>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company extends its expectations on environmental, social and governance topics from its value chain partners through Green Procurement Guidelines and Basic Purchase Agreement.								
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	The policies conform to standards such as ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2022, UNGC guidelines, ILO principles, GRI standards and National Guidelines for Responsible Business Conduct, among others.								

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	The Company has set internal targets against the principles such as its commitment to expand its renewable energy capacity to 78.2 MWp by FY 2025-26, the elimination of Ozone Depleting Substances at its facilities by 2025 etc. The Company is also committed to support India's ambition of Net Zero by 2070. For safety of its employees, the Company aims for 'Zero Incident'.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	The Company periodically reviews performance against its internal targets and implements corrective actions wherever required. During the year, the Company achieved an installed solar capacity of 43.2 MWp.								

### 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)

I am pleased to present MSIL's performance on the Environmental, Social, and Governance (ESG) practices as detailed in the Business Responsibility and Sustainability Report for FY 2023-24.

MISL looks forward to working along with its stakeholders in its growth journey towards achieving 4 million production capacity milestone by the year 2030-31. In this journey, the Company is aware of its responsibilities towards the environment and society.

As a responsible Corporate, Maruti Suzuki is formulating its strategies to align with Government of India's road map of Net Zero besides strengthening social performance and governance structure.

Maruti Suzuki is exploring multiple options to minimise carbon emissions emanating from its business operations, value chain and use of products.

The Company believes that collaboration and cooperation among various stakeholders is needed to find implementable and financially viable alternatives to existing sources of emissions.

The Company is undertaking projects to replace hydrocarbon-based process fuels. At Manesar plant, a food waste and Napier grass-based biogas plant has been set up with a capacity of 0.2 tons of biogas daily.

At the manufacturing locations and R&D Centre, the Company has set up captive solar plants to increase share of renewable energy in the overall energy consumption besides continued focus on energy efficiency initiatives. These initiatives will help reduce the Company's Scope 1 & 2 emissions.

In automobile manufacturing, over 90% of emissions are generated outside the OEM plant boundaries, mainly during value chain operations and use of products. The Company is undertaking projects to promote material circularity in partnership with suppliers. Expansion of ELV scrapping facilities and material circularity will be the focus areas for the Company going forward.

On the products front, the Company is offering multiple fuel options and technologies including petrol, CNG, and hybrid (mild and strong) besides preparing for the launch of its first electric vehicle.

The Company is undertaking concerted efforts to promote gender diversity, safety, human rights and grievance redressal at the workplace. The CSR initiatives in the areas of skill development, road safety and village development are being expanded to benefit larger sections of society.

Thank You!

**K. Toyofuku**

Executive Director

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

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

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

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

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action.	The Company's overall performance, including on sustainability areas, is communicated to the directors/management periodically through monthly Business Review Meetings.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with the applicable statutory requirements. It has various committees in place (including the Board Committees) to ensure compliance with the statutory requirements. The Audit Committee oversee the Company's financial reporting process to ensure the financial statements are correct, the CSR Committee ensures effective implementation and monitoring of the CSR activities and the Company has Complaint Committee and Internal Committee to ensure resolution of various grievances. Additionally, the status of compliance is reported to the Board on a quarterly basis.																	

**11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.**

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

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

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

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

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1**

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

**Essential Indicators**

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	3	<ul style="list-style-type: none"> <li>Presentation on the Business Responsibility &amp; Sustainability Report to the Board</li> <li>Information Security</li> <li>Prevention of Sexual Harassment (POSH)</li> </ul>	100%
Key Managerial Personnel	6	<ul style="list-style-type: none"> <li>Presentation on the Business Responsibility &amp; Sustainability Report</li> <li>Prevention of Sexual Harassment</li> <li>Related Party Transactions</li> <li>Insider Trading Regulations</li> <li>Orientation Programme for the CFO</li> <li>Health Talk</li> </ul>	100%
Employees other than BoD and KMPs*	10	<ul style="list-style-type: none"> <li>POSH</li> <li>Code of Business Conduct and Ethics (COBCE)</li> <li>Corporate Induction</li> <li>Safety</li> <li>Out Bound Training</li> <li>Information Security</li> <li>Fraud Risk Management</li> <li>Energy Efficiency and Carbon Neutrality</li> <li>ISO 14001</li> <li>ISO 45001</li> </ul>	99.51%
Workers*	7	<ul style="list-style-type: none"> <li>POSH</li> <li>Safety</li> <li>Out Bound Training</li> <li>Energy Saving</li> <li>ISO 14001</li> <li>ISO 45001</li> <li>Corporate Induction</li> </ul>	99.68%

\* For permanent employees and workers

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

Monetary					
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Penalty/Fine	9 District Consumer Dispute Redressal Commission (DCDRC)	50,000	In a consumer case filed before DCDRC Shamli, Uttar Pradesh (UP) by a customer against the Company, a dealer and an insurance company, DCDRC imposed penalties against the defendants in the final order. A penalty of ₹ 50,000/- was imposed upon the Company expecting that appropriate action may have been taken by the Company against the dealer.	Yes, stay granted	
Settlement	NA	NA	NA	NA	NA
Compounding fee	9 Senior Inspector, Legal Metrology Department, Agra	50,000	Notice was issued stating that the word 'MRP' was not mentioned against a product listed on the official website of MSIL amounting to a violation of Legal Metrology provisions. The case was compounded and the inadvertent miss in the website was rectified.	No	
Non-monetary					
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)		
Imprisonment	NA	NA	NA	NA	NA
Punishment	NA	NA	NA	NA	NA

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
In one consumer case, District Consumer Dispute Redressal Commission (DCDRC), Shamli, UP imposed fine of ₹ 50,000 upon MSIL expecting that appropriate action may have been taken by the Company against a dealer. Against the said order, MSIL has filed the appeal before the State Commission, Lucknow, UP. Stay has been granted by the State Commission in favor of MSIL	District Consumer Dispute Redressal Commission (DCDRC) and State Consumer Dispute Redressal Commission (SCDRC), Lucknow, UP

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

Yes, the Company has in place a Code of Business Conduct and Ethics (COBCE) which states Company's commitment against bribery and corruption. The Code is available at the Company's intranet. The Company also has a Corporate Gifting Policy and Code of Business Conduct for Senior Management which covers aspects of anti-corruption or anti-bribery.

[https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL\\_Code\\_of\\_Conduct.pdf](https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf)

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

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

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

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 relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

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 accounts payables	48	45

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	FY 2022-23
Concentration of purchases*	a. Purchases from trading houses as a % of total purchases	1.88%	2.26%
	b. Number of trading houses where purchases are made from	38	37
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	86.94%	90.04%
Concentration of sales**	a. Sales to dealers/distributors as % of total sales	85.81%	87.80%
	b. No. of dealers/distributors to whom sales are made***	486	484
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	18.58%	18.10%
Share of RPTs (as respective percentage) in	a. Purchases (Purchases with related parties/Total purchases)	47.46%	46.03%
	b. Sales (Sales to related parties/Total sales)	9.15%	7.87%
	c. Loans and advances (Loans and advances given to related parties/Total loans and advances)	0.00%	0.00%
	d. Investments (Investments in related parties/Total investments made)	19.41%	0.79%

\* Calculated as per MSIL's internal classification of indigenous and imported suppliers as traders.

\*\* Excluding sales to Suzuki Motor Corporation (SMC) and Toyota Kirloskar Motor (TKM)

\*\*\* Number of Indian dealers/distributors having a unique PAN

## Leadership Indicators

### 1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year

Total number of awareness programmes held	Topics/principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
909	MSIL and/or the Maruti Suzuki Centre for Excellence (MACE) conducted supplier trainings related to: <ol style="list-style-type: none"> <li>1. BRSR principles</li> <li>2. Other critical subjects like-               <ol style="list-style-type: none"> <li>a. Safety                   <ul style="list-style-type: none"> <li>• Truck safety</li> <li>• Driver safety</li> <li>• Fire safety &amp; prevention</li> </ul> </li> <li>b. ESG:                   <ul style="list-style-type: none"> <li>• BRSR awareness</li> <li>• Plastic waste management</li> <li>• Carbon footprint</li> <li>• Energy conservation</li> <li>• Prevention of Sexual Harassment</li> <li>• Cyber security</li> </ul> </li> <li>c. Process improvement:                   <ul style="list-style-type: none"> <li>• Process/productivity improvement/value analysis</li> <li>• Value engineering</li> <li>• Quality improvement/rejection reduction</li> </ul> </li> </ol> </li> </ol>	100%*

\* Cumulative coverage of all the training programmes for Domestic Original Equipment (OE) suppliers

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

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

## PRINCIPLE 2

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

## Essential Indicators

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

FY 2023-24	Details of improvements in environmental and social impacts
Total investment in environment/social improvements (₹ Million)*: 2,729	<b>Environment:</b> <ul style="list-style-type: none"> <li>• Development of infrastructure for promoting rail mode of transportation of finished vehicles</li> <li>• Expansion of installed renewable energy capacity</li> <li>• Implementation of Zero Liquid Discharge (ZLD) system</li> <li>• Testing facilities for hybrid vehicles, emissions &amp; load testing.</li> </ul>
Total investment (₹ Million)*: 68,448 Percentage: 3.99%	<b>Social:</b> <ul style="list-style-type: none"> <li>• Noise, Vibration, Harshness (NVH) testing facility development for ensuring customer convenience</li> <li>• Installation of fire detection system</li> </ul>

\* Capital expenses made on a cash flow basis

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

Yes

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

100%. All suppliers are guided by the Company's Basic Purchase Agreement and Green Procurement Guidelines.

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

For End-of-Life vehicle management, the Company has collaborated with the Toyota Tsusho Group and established a joint venture named Maruti Suzuki Toyotsu India Private Limited (MSTI) to set up ELV dismantling and recycling unit at Noida, Uttar Pradesh.

### 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, EPR is applicable. The Company is registered as a brand owner under The Plastic Waste Management & Handling Rules, 2016 and Battery Waste Management Rules, 2022 and the waste collection plan is in line with the EPR plan submitted to CPCB.

## Leadership Indicators:

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

The Company is in the process of conducting LCA of its select models as a pilot project for internal capacity building and learning in collaboration with a third party.

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

Indicate input material	Recycled or re-used input material to total material*
	FY 2023-24
Aluminium (ADC12)	6.60%
Scrap (CR Steel)	5.66%
Steel (Casting)	1.43%

\* Based on MSIL's estimation related to material scrap and reusability

### 3. 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:

Items	Unit of measurement	FY 2023-24	FY 2022-23
		Quantity generated (Recovered or safely disposed)	Quantity generated (Recovered or safely disposed)
i) Plastics (including packaging)	Metric tonnes	202.84	95.63
ii) E-waste	Metric tonnes	22.34	10.23
iii) Hazardous waste			
a) Waste oil	Cubic meter	33.15	17.47
b) Coolant	Cubic meter	11.66	4.21
c) Lead acid battery	Metric tonnes	32.38	16.96
d) Freon gas	Metric tonnes	-	0.18
e) Chemical sludge	Metric tonnes	0.04	0.06
f) Cotton waste, card board scrap, thermocol scrap	Metric tonnes	82.93	32.32
iv) Other waste (seat foam scrap)	Metric tonnes	36.07	17.73
v) Aluminium	Metric tonnes	180.91	82.1

Items	Unit of measurement	FY 2023-24	FY 2022-23
		Quantity generated (Recovered or safely disposed)	Quantity generated (Recovered or safely disposed)
vi) Steel	Metric tonnes	1681.58	812.3
vii) Copper	Metric tonnes	0.14	0.03
viii) Cast iron	Metric tonnes	141.97	85.51

Note: The above data shows the quantity of scrap materials reclaimed from 3,400 and 1,551 End of Life Vehicles scrapped at MSTI during FY 2023-24 and FY 2022-23 respectively. Of these, 3,336 are MSIL make vehicles.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Vehicles* (Reclaimed Products)	0.19%

\* End of life vehicles dismantled by MSTI including vehicles of other OEMs.

### PRINCIPLE 3

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

#### Essential Indicators:

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

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	11,773	11,773	100%	11,773	100%	NA	NA	11,773	100%	Nil	0.00%
Female	742	742	100%	742	100%	742	100%	NA	NA	742	100%
<b>Total</b>	<b>12,515</b>	<b>12,515</b>	<b>100%</b>	<b>12,515</b>	<b>100%</b>	<b>742</b>	<b>5.93%</b>	<b>11,773</b>	<b>94.07%</b>	<b>742</b>	<b>5.93%</b>
<b>Other than Permanent employees</b>											
Male	1,445	1,445*	100%	1,445	100%	NA	NA	Nil	0.00%	Nil	0.00%
Female	80	80*	100%	80	100%	80	100%	NA	NA	80	100%
<b>Total</b>	<b>1,525</b>	<b>1,525</b>	<b>100%</b>	<b>1,525</b>	<b>100%</b>	<b>80</b>	<b>5.25%</b>	<b>Nil</b>	<b>0.00%</b>	<b>80</b>	<b>5.25%</b>

\* Including manpower covered under Employees' State Insurance (ESI)

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

Category	Percentage of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male	5,703	5,703	100%	5,703	100%	NA	NA	5,703	100%	Nil	0.00%
Female	10	10	100%	10	100%	10	100%	NA	NA	10	100%
<b>Total</b>	<b>5,713</b>	<b>5,713</b>	<b>100%</b>	<b>5,713</b>	<b>100%</b>	<b>10</b>	<b>0.18%</b>	<b>5,703</b>	<b>99.82%</b>	<b>10</b>	<b>0.18%</b>
<b>Other than Permanent workers</b>											
Male	20,230	20,230*	100%	20,230	100%	NA	NA	Nil	0.00%	Nil	0.00%
Female	21	21*	100%	21	100%	21	100%	NA	NA	21	100%
<b>Total</b>	<b>20,251</b>	<b>20,251</b>	<b>100%</b>	<b>20,251</b>	<b>100%</b>	<b>21</b>	<b>0.10%</b>	<b>Nil</b>	<b>0.00%</b>	<b>21</b>	<b>0.10%</b>

\* Including manpower covered under ESI

##### 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 well-being measures as a % of total revenue of the Company	0.04%	0.03%

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

	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 percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI*	100%	100%	Y	100%	100%	Y
Others – please specify	NA	NA	NA	NA	NA	NA

\* Provided to all eligible employees and workers

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

The Company is committed to providing equal employment opportunities and strives to accommodate differently abled employees wherever possible by making the necessary adjustments for their access. In facilities where accessibility presents difficulties, the Company is actively engaged in establishing the required provisions.

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

Yes, the Company has in place a standalone Equal Opportunity Policy for Persons with Disabilities. Additionally, MSIL's Company's Code of Business Conduct and Ethics and Code of Business Conduct and Ethics for Senior Management covers its commitment to provide equal employment opportunity and to assure that there shall be no discrimination or harassment against an employee or applicant on the grounds of race, colour, religion, sex, age, marital status, disability, national origin, or any other factor made unlawful by applicable laws and regulations.

[https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL\\_Code\\_of\\_Conduct.pdf](https://marutistoragenew.blob.core.windows.net/msilintiwebpdf/MSIL_Code_of_Conduct.pdf)

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	NA	100%	NA
Female	100%	97.06%	NA	NA
<b>Total</b>	<b>100%</b>	<b>97.06%</b>	<b>100%</b>	<b>NA</b>

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes
Other than Permanent Workers	<ul style="list-style-type: none"> <li>The Company has a whistle-blower policy in place to report any malpractices and unethical events.</li> </ul>
Permanent Employees	<ul style="list-style-type: none"> <li>For reporting concerns related to sexual harassment, there is an Internal Committee for receiving, investigating and resolving such complaints in a timebound manner.</li> </ul>
Other than Permanent Employees	<ul style="list-style-type: none"> <li>Any violations of the COBCE can be reported to Complaint Committee.</li> <li>Permanent employees can use channels like #Nofilter and MS Xpress developed by the Human Resources function.</li> <li>Workers' representatives' meetings with the Managing Director, Executive Officers and Plant Heads.</li> <li>Dedicated grievance redressal mechanisms like Samadhan, Samwad and Samanway for Non-Permanent Workers.</li> </ul>

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)
<b>Total Permanent Employees*</b>	12,515	NA	NA	11,204	NA	NA
- Male	11,773	NA	NA	10,599	NA	NA
- Female	742	NA	NA	605	NA	NA
<b>Total Permanent Workers</b>	5,713	5,554	97.22%	5,671	5,539	97.67%
- Male	5,703	5,544	97.21%	5,660	5,528	97.67%
- Female	10	10	100.00%	11	11	100%

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

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/D)
<b>Employees*</b>										
Male	11,773	11,358	96.47%	9,769	82.98%	10,599	10,481	98.89%	10,579	99.81%
Female	742	699	94.20%	618	83.29%	605	592	97.85%	605	100%
<b>Total</b>	<b>12,515</b>	<b>12,057</b>	<b>96.34%</b>	<b>10,387</b>	<b>83.00%</b>	<b>11,204</b>	<b>11,073</b>	<b>98.83%</b>	<b>11,184</b>	<b>99.82%</b>
<b>Workers*</b>										
Male	5,703	5,678	99.56%	5,487	96.21%	5,660	5,659	99.98%	2,848	50.31%
Female	10	9	90.00%	5	50.00%	11	11	100%	11	100%
<b>Total</b>	<b>5,713</b>	<b>5,687</b>	<b>99.54%</b>	<b>5,492</b>	<b>96.13%</b>	<b>5,671</b>	<b>5,670</b>	<b>99.98%</b>	<b>2,859</b>	<b>50.41%</b>

\* For permanent employees and workers

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)
<b>Employees*</b>						
Male	11,773	11,773	100%	10,599	10,599	100%
Female	742	742	100%	605	605	100%
<b>Total</b>	<b>12,515</b>	<b>12,515</b>	<b>100%</b>	<b>11,204</b>	<b>11,204</b>	<b>100%</b>
<b>Workers*</b>						
Male	5,703	5,703	100%	5,660	5,660	100%
Female	10	10	100%	11	11	100%
<b>Total</b>	<b>5,713</b>	<b>5,713</b>	<b>100%</b>	<b>5,671</b>	<b>5,671</b>	<b>100%</b>

\* For permanent employees and workers

10. Health and safety management system:

- a. *Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?*

Yes. The Occupational Health and Safety Management System (OHSMS), in line with the requirements of ISO 45001:2018, has been implemented at Company's manufacturing facilities, R&D entre, Head Office, Zonal Offices, Regional Offices, Stockyards, Port facilities, Transit Vehicle Parks and Regional Parts Distribution Centres etc. Manufacturing facilities at Gurugram and Manesar, R&D facility at Rohtak (Haryana) and Head Office (New Delhi) are ISO 45001:2018 certified.

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

Identification, assessment, elimination and control of hazards in the workplace are critical components of the OHSMS. The Company follows a comprehensive set of Hazard Identification and Risk Assessment (HIRA) guidelines, which are aligned to ISO 45001:2018 as well as applicable legal requirements. For each process-related activity, hazards are identified, risks are evaluated and accordingly, control measures are defined as per the designed HIRA Sheet.

For non-routine activities, the Company has a work permit system, KY (Kiken Yochi) i.e. Hazard Prediction Procedure and a format used to determine hazards and suggest required control measures. It has further strengthened the online work permit system and also added daily KY of all such activities to enhance safety. Further, hazard identification is done through audits carried out by internal auditors as per ISO 45001:2018 (annually), IS-14489:2018 (annually), and safety audits by safety professionals (daily).

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

Yes. The Company encourages its workers to report any safety hazards and near misses to minimise the occurrence of any incident and take corrective action. Systems such as KY, safety audits by safety ambassadors, safety audits by safety professionals etc. have been put in place. Workers can also report safety related suggestions through Company's suggestion scheme.

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

Yes. The Company has Occupational Health Centres across all its manufacturing and R&D facilities. Additionally, the Company provides its employees with benefits that include life insurance, healthcare, and disability coverage.

### 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	Nil	Nil
	Workers	0.016	0.051
Total recordable work-related injuries	Employees	2	Nil
	Workers	8	4
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	2**
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

\* Injuries that resulted in lost time of more than 48 hours

\*\* Third-party contractual manpower

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

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

#### Safety Management Systems:

- Adoption of Safety Management System and implementation of procedures in line with the ISO 45001:2018
- Development of Safety Manuals to define Procedures, Guidelines and Rules
- Work Permit System
- Deployment of Safety Ambassadors for departments

#### Training and awareness:

- Safety trainings- Fire Extinguishers, First Aid and Material Handling Equipment (MHE) training
- Safety awareness activities (safety poster, safety quiz, safety month, safety competitions etc.)
- Mock drills (fire, earthquake etc. drills)
- Digitisation in trainings and awareness

#### Monitoring:

- Detailed analysis of safety incidents to prevent recurrence and horizontal deployment.
- Regular safety audits by internal safety teams and by external agencies.

#### Actions to improve safety:

- Countermeasures for near miss cases
- Rectification of identified safety risks during safety audits

#### Digitisation:

- Employees transport buses are integrated with ADAS (Advanced Driver Assistance Systems) and DMS (Driver Monitoring System) devices which analyse driver's behaviour and send instant alerts during abnormal situation.
- Mobile app has been developed to inculcate safe driving behaviour among employees
- Introduction of RFID based I-Card at Rohtak R&D Centre for seamless and complete safe evacuation of employees in emergency situations. This initiative is being extended to other operations as well.
- AI enabled kiosk installed within the Company to encourages employees to follow principles of road safety

### 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*	Nil	NA	NA	Nil	NA	NA
Health & Safety*	Nil	NA	NA	Nil	NA	NA

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

### 14. Assessments for the year:

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

\* Factory locations including Head Office

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

The Company has taken the following actions to prevent safety-related incidents and significant risks:

#### Safety Management Systems:

- Development and implementation of HIRA (Hazard Identification and Risk Assessment) procedure across the Company
- Development of Management of Change procedure
- Revamped Work Permit System and its compliance

#### Safety Improvement Activities:

- Safety rules for various activities, safety alerts, visual displays, stickers
- Suggestion and feedback process

#### Regular Monitoring:

- Independent third-party audits of all plant locations
- Check sheet-based audits

#### Digitisation Initiatives:

- Use of digital technology for monitoring of audit findings, incident countermeasures etc.
- Use of digital means like QR code-based access to safety rules and awareness programmes for employees and their family members

### Leadership Indicators:

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of

- Employees - Yes
- Workers - Yes

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

The Company asks its contractors to submit a compliance sheet monthly to ensure labour-related statutory provisions compliance. Compliance with the provident fund, Employees' State Insurance (ESI), and gratuity requirements by its suppliers is checked as part of the human resource audits conducted by the Company.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	NA	NA
Workers	Nil	2	NA	Nil

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

Yes, the Company conducts Superannuation Planning Workshop to prepare employees mentally, physically, financially, and emotionally towards acceptance of superannuation and to develop a positive and optimistic attitude towards the same. Few of the superannuating employees are re-engaged with MSIL based on the skill sets and requirements.

Additionally, MSIL has established a superannuation fund to provide benefits after employment, which has received recognition from the tax authorities. The administration of this fund is managed by a trust that the Company has established. The Company also maintains an insurance policy to fund the post-employment medical assistance scheme.

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	90% of the domestic Original Equipment (OE) suppliers by value have been assessed and awarded ISO 45001:2018 certification by relevant auditors.
Working Conditions	

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

The Company is constantly pursuing improvements at suppliers based on the recommendations shared by the assessors.

#### PRINCIPLE 4

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

#### Essential Indicators:

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

The Company considers the following groups as its stakeholders:

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

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

Stakeholder group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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Please refer to Stakeholder Engagement section of the Annual Integrated Report FY 2023-24 on page 70.

#### Leadership Indicators:

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

Please refer to Material Topics section of the Annual Integrated Report FY 2023-24 on page 74.

#### PRINCIPLE 5

Businesses should respect and promote human rights.

#### Essential Indicators:

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

Category	FY 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)
<b>Employees</b>						
Permanent	12,515	12,449	99.47%	11,204	11,073	98.83%
Other than Permanent	1,525	321	21.05%	900	104	11.56%
<b>Total</b>	<b>14,040</b>	<b>12,770</b>	<b>90.95%</b>	<b>12,104</b>	<b>11,177</b>	<b>92.34%</b>
<b>Workers</b>						
Permanent	5,713	5,688	99.56%	5,671	5,670	99.98%
Other than Permanent	20,251	16,481	81.38%	13,574	13,295	97.94%
<b>Total</b>	<b>25,964</b>	<b>22,169</b>	<b>85.38%</b>	<b>19,245</b>	<b>18,965</b>	<b>98.55%</b>

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)
<b>Permanent Employees</b>	12,515	Nil	0.00%	12,515	100%	11,204	Nil	0.00%	11,204	100%
Male	11,773	Nil	0.00%	11,773	100%	10,599	Nil	0.00%	10,599	100%
Female	742	Nil	0.00%	742	100%	605	Nil	0.00%	605	100%
<b>Other than Permanent Employees</b>	1,525	Nil	0.00%	1,525	100%	900	Nil	0.00%	900	100%
Male	1,445	Nil	0.00%	1,445	100%	892	Nil	0.00%	892	100%
Female	80	Nil	0.00%	80	100%	8	Nil	0.00%	8	100%

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)
<b>Permanent Workers</b>	5,713	Nil	0.00%	5,713	100%	5,671	Nil	0.00%	5,671	100%
Male	5,703	Nil	0.00%	5,703	100%	5,660	Nil	0.00%	5,660	100%
Female	10	Nil	0.00%	10	100%	11	Nil	0.00%	11	100%
<b>Other than Permanent Workers</b>	20,251	Nil	0.00%	20,251	100%	13,574	Nil	0.00%	13,574	100%
Male	20,230	Nil	0.00%	20,230	100%	13,574	Nil	0.00%	13,574	100%
Female	21	Nil	0.00%	21	100%	Nil	NA	NA	NA	NA

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹)	Number	Median remuneration/salary/wages of respective category (₹)
Board of Directors (BoD)	11*	9,925,000	1	9,900,000
Key Managerial Personnel	3*	32,785,053	Nil	NA
Employees other than BoD and KMP**	11,768	1,822,943	742	1,581,256
Workers**	5,703	1,295,664	10	1,584,396

\* Median calculation excludes remuneration paid to individuals who joined or left during FY 2023-24

\*\* Permanent employees and workers

## 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	3.29%	3.48%

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

Yes, the Company believes that respecting human rights of all employees, workers and value chain partners is essential for sustainable business. It has a management approved Human Rights Policy in place as a guiding document for the same.

The Company has designated committees to address various human rights related issues. There is an Internal Committee in line with the POSH Act, 2013 for receiving, investigating, and resolving sexual harassment complaints. Grievances for any violation of COBCE are submitted to and addressed by the Complaint Committee. There is a Whistle Blower Policy to report the violations of the human rights principles. Further, any health and safety issues are addressed by divisional level, vertical level and central level safety committees.

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

Company has in place a mechanism to redress grievances related to human rights issues. The employees can report their concerns/grievances (including on human rights) using the dedicated channels under the Code of Business Conduct and Ethics, POSH (Prevention of Sexual Harassment) and the Company's Whistle Blower Policy.

## 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	4	Nil	All 4 cases of FY 2023-24 were resolved.	2	1	Appropriately addressed during the FY 2023-24.
Discrimination at workplace	3	1	Addressal of the pending complaint is in progress	Nil	NA	NA
Child Labour	Nil	NA	NA	Nil	NA	NA
Forced Labour/ Involuntary Labour	Nil	NA	NA	Nil	NA	NA
Wages	Nil	NA	NA	Nil	NA	NA
Other human rights related issues	Nil	NA	NA	Nil	NA	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 Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	2
Complaints on POSH as a % of female employees/workers	0.47%	0.32%
Complaints on POSH upheld	Nil	1

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

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

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

Yes, the Company has included the aspects of human rights protection in terms of its Basic Purchase Agreement. The Company asks its suppliers to adhere to the specified conditions on human rights covering but not limited to:

- Alignment with the laws related to child labour
- Prevention of forced labour
- Safe working environment and occupational health as required under applicable laws
- Respect towards freedom of association, including trade unions
- Prevention from any forms of discrimination, including but not limited to discrimination on the basis of race, descent, disability, age, sex and religion.
- Compliance with minimum wage laws

## 10. Assessments for the year:

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

\* The Company has systems and processes in place to prevent any incident of child labour, forced labour or breach of wages laws. Its systems do not let any employee/worker below the minimum age to be onboarded, wages are paid in compliance with all local laws and through bank transfers. It provides mechanism to its employees to report any instances of sexual harassment and discrimination at workplace and accordingly correctives actions are taken. Additionally, facilities of the Company certify their regulatory compliance on a digital platform periodically.

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

For MSIL, respect for the human rights is an essential component of sustainable. Any human rights related grievance reported by its employees is addressed and resolved as per the Company's COBCE and Disciplinary Policy.

## Leadership Indicators:

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

The Company is committed to uphold the highest standards of human rights in all its business practices. During the FY 2023-24, the management approved a standalone Human Rights policy, that communicates its practices related to the management of various human rights.

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

As part of the supplier onboarding process, the suppliers are required to sign an agreement containing clauses on compliance with statutory norms related to human rights such as child labour, forced labour, healthy and safe working environment, prevention of sexual harassment and respect towards freedom of association.

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?

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

4. Details on assessment of value chain partners:

	Percentage of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	70%*
Forced Labour/Involuntary Labour	
Wages	
Others-please specify	

\* Cumulative HR/IR assessment of domestic OE suppliers

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

The Company is constantly pursuing improvements at suppliers based on the recommendations shared by the assessors. Additionally, human rights compliance provisions have been deployed in the supplier agreements.

#### PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment.

#### Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24*	FY 2022-23
<b>From renewable sources (GJ)</b>		
Total electricity consumption (A)	308,525	136,443
Total fuel consumption (Bio ethanol) (B)	429	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	308,954	136,443
<b>From non-renewable sources (GJ)</b>		
Total electricity consumption (D)	1,015,979	1,047,877
Total fuel consumption (E)	3,761,887	3,937,429
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	4,777,866	4,985,306
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>5,086,820</b>	<b>5,121,749</b>
% of energy consumed from renewable sources	6.07%	2.66%
Energy intensity per crore rupee of turnover (Total energy consumed/Revenue from operations)	36.09	43.58
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP, in million USD)	87.97	104.86
Energy intensity in terms of physical output (Energy intensity per vehicle manufactured (GJ/vehicle manufactured))	4.39	4.11

\* Data boundary has been expanded in FY 2023-24 w.r.t. FY 2022-23 and includes MSIL's Zonal Offices, Head Office, Regional Offices, Area Offices, Regional Parts Distribution Centres and other locations under standalone boundary besides Manufacturing locations and R&D centre.

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

Yes, DNV Business Assurance India Pvt. Ltd.

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

No

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	1,946,609	2,052,071
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,946,609	2,052,071
Total volume of water consumption (in kilolitres)	1,946,609	2,052,071
Water intensity per rupee of Turnover (Total water consumption, in kl/Revenue from operation, in crore Rupees)	13.81	17.46
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption, in kl/Revenue from operations adjusted for PPP, in million USD)	33.67	42.01
Water intensity in terms of physical output (Water intensity per vehicle manufactured (kl/vehicle manufactured))	1.68	1.65

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

- Yes, DNV Business Assurance India Pvt. Ltd.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
<b>Total water discharged (in kilolitres)</b>	<b>Nil</b>	<b>Nil</b>

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

- Yes, DNV Business Assurance India Pvt. Ltd.

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

Yes. During the FY 2023-24, the Company installed a Zero Liquid Discharge system in the effluent treatment plant (ETP) at its vehicle manufacturing facilities in Gurugram and Manesar.

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	Metric tonnes	563.49	291.59
SOx	Metric tonnes	106.24	59.56
Particulate Matter (PM)*	Metric tonnes	242.04	114.92
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

\* Suspended Particulate Matter

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

Yes, DNV Business Assurance India Pvt. Ltd.

7. 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 CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, FCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> e	212,545	223,289
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> e	202,067	206,626
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover	Metric tonnes of CO <sub>2</sub> e/crore rupee of turnover	2.94	3.66
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Metric tonnes of CO <sub>2</sub> e/PPP revenue (million USD)	7.17	8.80
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tonnes of CO <sub>2</sub> e/vehicle manufactured	0.36	0.34

\* Data boundary has been expanded in FY 2023-24 w.r.t. FY 2022-23 and includes MSIL's Zonal Office, Head Office, Regional Offices, Area Offices, Regional Parts Distribution Centres and other locations under standalone boundary besides Manufacturing locations and R&D centre.

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

- Yes, DNV Business Assurance India Pvt. Ltd.

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

Yes, the Company has implemented certain projects aimed at reducing Green House Gas emissions. The key initiatives are mentioned below:

- Identification of new and alternate technology such as electronically commuted fan for cooling tower, BLDC motor exhaust fan, pulsative pneumatic valve, energy efficient vacuum ejectors etc. resulting in estimated reduction of 882,879 kWh (588 tCO<sub>2</sub>).
- Identification of efficiency improvement in existing system and replacement with energy efficient equipment (pumps, motors, etc.) resulting in estimated reduction of 253,954 kWh (169 tCO<sub>2</sub>).
- Reconfiguration of existing system (Idle time/cycle time reduction etc.) and process optimisation resulting in estimated reduction of 219,814 kWh (146 tCO<sub>2</sub>).

- Identification & rectification of compressed air leak points in pneumatic systems, which corresponds to 2.9% of FY 2023-24 air consumption.

The Company has been able to achieve an annual emission reduction of ~ 5,952 tCO<sub>2</sub> through energy-saving measures.

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

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	2,413	2,370
E-waste (B)	75	47
Bio-medical waste (C)	0.13	0.15
Construction and demolition waste (D)	18,962	12,400
Battery waste (E)	107	151
Radioactive waste (F)	NA	NA
Other hazardous waste. (G) (Used oil, thinner, drums, waste tyre, waste rubber, grinding sludge, copper waste, ETP sludge, phosphate sludge, paint sludge, incinerator ash, industrial waste)	19,499	19,102
Other non-hazardous waste generated (H). (Cast iron chips, mild steel chips, aluminum chips, metal scrap, press scrap, copper scrap, waste paper, waste wood, glass ceramics)	134,076	141,542*
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>175,131</b>	<b>175,612</b>
Waste intensity per rupee of turnover (Total waste generated, in metric tonnes/Revenue from operations, in crore rupees)	1.24	1.49
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated, in metric tonnes/Revenue from operations adjusted for PPP, in million USD)	3.03	3.60
Waste intensity in terms of physical output (Total waste generated, in metric tonnes/vehicles manufactured)	0.15	0.14

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

	FY 2023-24	FY 2022-23
<b>Recycled</b>		
Plastic waste	2,413	2,370
E-waste	75	47
Battery waste	107	151
Other hazardous waste (Used oil, thinner, drums, waste tyre, grinding sludge, copper waste)	4,514	4,659
Other non-hazardous waste (Cast iron chips, mild steel chips, aluminium chips, metal scrap, press scrap, copper scrap, waste paper, waste wood, glass ceramics)	134,076	141,542*
<b>Total</b>	<b>141,184</b>	<b>148,769</b>
<b>Other recovery operations</b>		
Other hazardous waste (ETP sludge, Phosphate Sludge, Paint Sludge, Incinerator Ash, Industrial Waste, Sealer Waste)	14,985	14,442
<b>Waste recycled/recovered intensity</b>		
Waste recovered intensity (Waste recycled and recovered/Total waste generated)	0.89	0.93

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

	FY 2023-24	FY 2022-23
<b>Other disposal operations</b>		
Biomedical waste	0.13	0.15
Construction and demolition waste	18,962	12,400
Total	18,962	12,400
<b>Waste disposal intensity</b>		
Waste disposal intensity (Waste disposed/Total waste generated)	0.11	0.07

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

- Yes, DNV Business Assurance India Pvt. Ltd.

\*Data has been restated to include waste paper, waste wood and glass ceramics

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.

The Company has implemented a robust waste management system. The details of the system are given below:

- **Hazardous waste:** Temporary on-site storage of hazardous waste produced during operations, followed by dispatch to an authorised co-processing facility. Saleable hazardous materials, including used oil, oil-based sludge, spent solvents, empty containers, and tyres, are sold to certified recycling entities.
- **Electronic waste:** Disposal of electronic waste is done through certified recycling processors.
- **Bio-medical waste:** Segregation and disposal of biomedical waste from the Company's health centres according to specific color codes, after which the waste is handled by a certified Common Bio-medical Waste Treatment and Disposal Facility (CBWTSDF).
- **Non-hazardous waste:** Recycling of non-hazardous waste through recyclers.

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

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

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

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

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:

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

**Leadership Indicators**

1. 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:

(i) Name of the area: Gurugram District (Gurugram and Manesar facilities)

(ii) Nature of operations: Manufacturing

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Nil	Nil
(ii) Groundwater	Nil	Nil
(iii) Third party water	1,825,621	1,900,676
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Nil	Nil
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>1,825,621</b>	<b>1,900,676</b>
<b>Total volume of water consumption (in kilolitres)</b>		
	<b>1,825,621</b>	<b>1,900,676</b>
Water intensity per rupee of turnover (Water consumed/crore rupee of turnover)	12.95	16.17
Water intensity in terms of physical output (Water intensity per vehicle manufactured (kl/vehicle manufactured))	1.58	1.52
<b>Water discharge by destination and level of treatment (in kilolitres) NA</b>		
(i) Into Surface water		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
<b>Total water discharged (in kilolitres)</b>	<b>Nil</b>	<b>Nil</b>

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

Yes, DNV Business Assurance India Pvt. Ltd.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Category 4 (Upstream transportation and distribution) (Metric tonnes of CO <sub>2</sub> e) Category 11 (Use of sold products) (Metric tonnes of CO <sub>2</sub> e)*	740,357	911,761
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> e/per crore rupee of turnover	241.30	265.44

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

Yes, DNV Business Assurance India Pvt. Ltd.

\*Calculated on a WTW basis considering vehicle lifetime running as 150,000 km

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.  
Not applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web link, if any may be provided along-with summary)	Outcome of the initiative
1.	Zero Liquid Discharge System in ETP at Gurugram and Manesar facilities	During the reporting period, the Company installed Zero Liquid Discharge System (ZLDS) at its Gurugram and Manesar plants which are commissioned in FY 2024-25.	Improved wastewater management practices
2.	Biogas plant at Manesar facility	During the reporting period, the Company started installation of a pilot Biogas plant at its Manesar facility, to harness the untapped potential of in-house food waste and Napier grass as resources. The pilot plant is designed to produce 0.2 tons of biogas daily	Improved energy and waste management practices

5. Does the entity have a business continuity and disaster management plan? Give details in 100 word/weblink  
Yes. The Company has a business continuity and disaster management plan in place.

For IT related issues, the Company ensures a coordinated and efficient response to a disaster that affects critical business applications & technical services in order to minimise the impact to business operations. The plan details out understanding on roles and responsibilities of recovery teams, sequence of activities and action needed to be taken in disaster situation. In view of the business expansion and newer cyber risks that are emerging, the Company is working on further strengthening these measures to ensure cyber resiliency and business continuity.

For Safety, the main objective of the disaster management plan is emergency management planning which ensures that everyone knows about the hazards and risks, what needs to be done in the event of an emergency and being prepared for potential and unexpected incidents at the workplace.

The safety plan covers emergencies like fire, explosion, toxic releases, natural calamities like earthquake etc., injuries and rescues in the hazardous events.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.  
None

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.  
Over 94% of domestic OE suppliers by value have been assessed and awarded ISO 14001:2015 certification by relevant auditors.

**Note:** Unless specified otherwise, the environmental data pertains to MSIL's manufacturing and R&D facilities only

## PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

### Essential Indicators:

1. a. Number of affiliations with trade and industry chambers/associations.  
6
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

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

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

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

**PRINCIPLE 8**

Businesses should promote inclusive growth and equitable development.

**Essential Indicators:**

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

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

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

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

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

The local community can reach out to the Community Relations Managers (CRMs) posted at each plant location. The CRMs are part of the Company's Community Development Department, which then understands and analyses the raised concerns and implements necessary actions.

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	0.81%	1.06%
Directly from within India	96.27%	95.00%

\*Data has been restated to cover a wider scope of input materials

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	0.18%	0.17%
Semi-urban	36.96%	35.82%
Urban	53.93%	54.13%
Metropolitan	8.93%	9.89%

**Leadership Indicators:**

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (In INR)
1	Bihar	<ul style="list-style-type: none"> <li>Gaya</li> <li>Aurangabad</li> </ul>	<ul style="list-style-type: none"> <li>Govt. ITI, Gaya - ₹ 11.57 Lacs</li> <li>Institute of Driving and Traffic Research, Aurangabad- ₹ 74.22 Lacs</li> </ul>

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No):  
No, the Company does not have a preferential procurement policy. However, the Company focuses on prioritising local procurement to improve efficiency, minimise its environmental and safety impacts, and ensure business continuity.

- (b) From which marginalised/vulnerable groups do you procure?  
Not Applicable

- (c) What percentage of total procurement (by value) does it constitute?  
Not Applicable

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

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

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

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

6. Details of beneficiaries of CSR Projects:

Sr. no	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Japan India Institute for Manufacturing (JIM)	626	62.46%
2	ITI, Tathagat	105	90.48%
3	CII Chhindwara	28	89.29%
4	Govt. ITI Projects (Upgradation of ITI)	13,834	64.85%
5	Automobile Skill Enhancement Center (ASEC)	1,593	65.47%
6	Apprenticeship	3,379	76.98%
7	Institute of Driving & Traffic Research	384,605	5.03%
8	Automated Driving Test Track	133,383	-
9	Zydus Hospital Sitapur	17,659	41.50%
10	Maruti Suzuki Podar Learn School	517	99.03%
11	Village Development	112,341	46.86%

**PRINCIPLE 9**

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

**Essential Indicators:****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

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

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

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

\*Revenue generated from sale of vehicles

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

	FY 2023-24			FY 2022-23		
	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	NA	NA	Nil	NA	NA
Advertising	Nil	NA	NA	Nil	NA	NA
Cyber-security	Nil	NA	NA	Nil	NA	NA
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive Trade Practices	Nil	NA	NA	Nil	NA	NA
Unfair Trade Practices	Nil	NA	NA	Nil	NA	NA
Other* (Sales & Service)	23,282	210	-	27,105	564	-

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

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

	Number	Reasons for recall
Voluntary recalls	3	1. Due to possible defect in vacuum pump 2. Due to possible defect in a part of steering tie rod 3. Due to possible defect in fuel pump motor
Forced recalls	Nil	NA

**5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes, Data privacy is a key component of the Company's Code of Business Conduct and Ethics (COBCE) and risk management framework. The Company has developed comprehensive privacy policies to safeguard the personally identifiable information of all its stakeholders. The Information Security policy offers clear management directives and support to maintain the availability, integrity, and confidentiality of information and information systems.

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

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

The Company has done in-depth analysis of all the recalls to identify the gaps in the processes so that necessary countermeasures can be taken. Standardisation of learnings has been done in its internal evaluation standards and inspection standards. Necessary support was provided to vendor partners to build robust Quality Management systems.

The Company's internal systems are well established to cater to the regulatory requirements. Quality systems and processes have also been designed and streamlined for accurate root cause analysis, countermeasures, and recurrence prevention of defects. These are reviewed periodically and upgraded based on changing regulatory framework and market dynamics.

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

- Number of instances of data breaches  
Nil
- Percentage of data breaches involving personally identifiable information of customers  
Not applicable
- Impact, if any, of the data breaches  
Not applicable

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

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

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

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

Maruti Suzuki offers comprehensive owner's manuals with each vehicle, guiding users on safe and responsible operation. Complementing this, Maruti Suzuki Driving School helps new drivers by providing driving training. Additionally, the Company shares tips on driving improvement and vehicle upkeep through its social media channels.

In line with its Corporate Social Responsibility (CSR) focus areas, Maruti Suzuki has implemented numerous projects in the area of road safety.

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

Not Applicable

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

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

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

# INDEPENDENT ASSURANCE STATEMENT

## Introduction

DNV Business Assurance India Private Limited (“DNV”), has been commissioned by Maruti Suzuki India Limited (Corporate Identity Number L34103DL1981PLC011375, hereafter referred to as ‘MSIL’ or ‘the Company’) to undertake an independent assurance of the Company’s disclosures in Business Responsibility and Sustainability Report (hereafter referred as ‘BRSR’). The disclosures include the BRSR Core as per Annexure I of SEBI circular dated 12<sup>th</sup> July 2023 and other disclosures in BRSR as per the Annexure II of SEBI circular dated 12<sup>th</sup> July 2023.

## Reporting standard/framework

The disclosures have been prepared by MSIL in reference to:

- BRSR Core – Framework for assurance and ESG disclosures for value chain as per SEBI (Securities and Exchange Board of India) Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023.
- BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023.
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.
- ISO 14064-1:2018 - Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals

## Assurance Methodology/Standard

This assurance engagement has been carried out in accordance with DNV’s VeriSustain protocol, V6.0, which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information. DNV’s VeriSustain Protocol has been developed in accordance with the most widely accepted reporting and assurance standards.

## Intended User

The intended user of this assurance statement is the Management of MSIL (“the Management”).

## Level of Assurance

- Reasonable Level of assurance for the indicators across BRSR Core as per Annexure I of SEBI circular.
- Limited Level of assurance for the other disclosures of BRSR as per Annexure II of SEBI circular.

## Responsibilities of the Management of MSIL and of the Assurance Provider

The Management of MSIL has the sole responsibility for the preparation of the BRSR Report and is responsible for all information disclosed. The Company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also ensuring the quality and consistency of the information presented in the Report. MSIL is also responsible for ensuring the maintenance and integrity of its website and any referenced BRSR disclosures on their website.

In performing this assurance work, DNV’s responsibility is to the Management of MSIL; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

## Scope, Boundary and Limitations Scope

The scope of our engagement includes independent Reasonable level of assurance for BRSR Core indicators (Ref: Annexure I of SEBI Circular) and a Limited level of assurance for the other disclosures in BRSR (Ref: Annexure II of SEBI circular) for the financial year (FY) 2023-24.

## Boundary of our assurance work:

- BRSR Core indicators: Boundary covers the performance of MSIL operations that fall across the direct operational control of the Company’s legal structure. Based on the agreed scope with the Company, the boundary of reasonable assurance covers the operations of MSIL across all India locations, unless otherwise stated in the table below.

BRSR Core Attribute	Boundary for reasonable Assurance
Attribute 2: Water footprint	Manufacturing plants (Gurugram, Manesar) and R&D facilities (Gurugram, Rohtak)
Attribute 4: Embracing circularity - details related to waste management by the entity	

- Other disclosures in BRSR: Boundary for the other disclosures in BRSR covers the operations of MSIL across all India locations, unless otherwise stated below.
  - Same as mentioned for the BRSR core attributes related cross references to the BRSR, and wherever specified in the BRSR report as applicable.

## Limitation(s):

We performed a reasonable Level of assurance for the BRSR Core indicators and a limited level of assurance for the other disclosures in BRSR based on our assurance methodology VeriSustain, v06.

The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV opinion on specific BRSR indicators across 9 core attributes (ref- all sections of core indicators where currency; INR has been applied, attribute 8,9) relies on the third party audited financial reports of the Company. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company’s statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company’s strategy, or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.
- The assurance engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.

## Assurance process

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for the selected sites of MSIL. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. We carried out the following activities:

<b>BRSR Core Attributes – Reasonable level of Assurance</b>	<b>Rest non-financial disclosures in BRSR Report – Limited Level of Assurance</b>
Reviewed the disclosures across BRSR Core, encompassing the framework for assurance consisting of a set of Key Performance Indicators (KPIs) under 9 ESG attributes. The format of BRSR Core used as basis of reasonable level of assurance	Reviewed the disclosures under BRSR reporting guidelines. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators) and any other key metrics specified under the reporting framework. The BRSR reporting format used as basis of limited level of assurance.
Evaluation of the design and implementation of key systems, processes and controls for collecting, managing and reporting the BRSR Core indicators	Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in BRSR report.
Assessment of operational control and reporting boundaries	Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting principles.
Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with stakeholders to gather insights and corroborative evidence for each disclosed indicator.	Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles.
Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.	Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
DNV audit team conducted on-site audits for data testing and also, to assess the uniformity in reporting processes and also, quality checks at different locations of the Company. Sites for data testing and reporting system checks were selected based on the %age contribution each site makes to the reported indicator, complexity of operations at each location (high/low/medium) and reporting system within the organization. Sites selected for audits are listed in Annex-II.	DNV audit team conducted on-site audits for corporate offices and sites. Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
Conduct a comprehensive examination of key material aspects within the BRSR Core framework supporting adherence to the assurance based on applicable principles plus specified data and information.	Reviewed the process of reporting as defined in the assessment criteria.

In both the cases, DNV teams conducted the:

- Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness.
- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustain™ for both reasonable level and limited level verification for the disclosures.

## Conclusion

### Reasonable level of Assurance- BRSR Core indicators

Based on our review and procedures followed for reasonable level of assurance, DNV is of the opinion that, in all material aspects, the BRSR indicators across 9 core attributes (as listed in Annex I of this statement) for FY 2023-24 are reported in accordance with reporting requirements outlined in BRSR Core (Annexure I of SEBI Circular dated 12<sup>th</sup> July 2023).

### Limited Level of Assurance- other disclosures in BRSR

On the basis of the assessment undertaken, nothing has come to our attention to suggest that the disclosures do not properly adhere to the reporting requirements as per BRSR reporting guidelines (Annexure II of SEBI Circular).

## Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 – Conformity assessment – General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct during the assurance engagement and maintain independence wherever required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e. FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of MSIL. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process. We did not provide any services to MSIL in the scope of assurance for the reporting period that could compromise the independence or impartiality of our work.

## Purpose and Restriction on Distribution and Use

This assurance statement, including our conclusion has been prepared solely for the exclusive use and benefit of management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this assurance statement. The usage of this assurance statement shall be governed by the terms and conditions of the contract between DNV and the MSIL. DNV does not accept any liability if this assurance statement is used for an alternative purpose from which it is intended, nor to any third party in respect of this assurance statement. No part of this assurance statement shall be reproduced, distributed or communicated to a third party without prior written consent.

For **DNV Business Assurance India Private Limited**

### Chandan Sarkar

Lead Verifier,  
Sustainability Services,  
DNV Business Assurance India Private Limited, India.

### Kakaraparthi Venkata Raman

Assurance Reviewer,  
Sustainability Services,  
DNV Business Assurance India Private Limited, India.

Assurance Team:

### Karthik Ramaswamy, Anamika Kumari

26/07/2024, Bengaluru, India.

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DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>

## Annex I Verified Data

Stipulated as per BRSR Core provided by the company.

Sr. No.	Attribute	Parameter	Measurement	Values	
1	Green-house gas (GHG) footprint	Total Scope 1 emissions	tCO <sub>2</sub> e	212,545	
		Total Scope 2 emissions	tCO <sub>2</sub> e	202,067	
			tCO <sub>2</sub> e/Crore INR Revenue	2.94	
		GHG Emission Intensity (Scope 1+2)	tCO <sub>2</sub> e / PPP revenue per million USD	7.17	
			tCO <sub>2</sub> e/Vehicle Produced	0.36	
2	Water footprint	Total water consumption	Kiloliters (KL)	1,946,609	
			KL/Crore INR Revenue	13.81	
		Water consumption intensity	KL /PPP revenue per million USD	33.67	
			KL/Vehicle Produced	1.68	
		Water Discharge	Kiloliters (KL)	0	
3	Energy footprint	Total energy consumed	Giga Joules (GJ)	5,086,820	
		% of energy consumed from renewable sources	In % terms	6.07%	
			GJ/ Crore INR Revenue	36.09	
		Energy intensity	GJ/ PPP revenue per million USD	87.97	
			GJ/ Vehicle Produced	4.39	
4	Embracing circularity - details related to waste management by the entity	Plastic waste (A)	Metric Tonnes	2,413	
		E-waste (B)	Metric Tonnes	75	
		Bio-medical waste (C)	Metric Tonnes	0.13	
		Construction and demolition waste (D)	Metric Tonnes	18,962	
		Battery waste (E)	Metric Tonnes	107	
		Radioactive waste (F)	Metric Tonnes	NA	
		Other Hazardous Waste (G)	Metric Tonnes	19,499	
		Other Non-hazardous waste (H)	Metric Tonnes	134,076	
		<b>Total Waste Generated (A+B + C + D + E + F + G+ H)</b>	Metric Tonnes	175,131	
			Metric Tonnes /Crore INR Revenue	1.24	
		<b>Waste intensity</b>	Metric Tonnes / PPP revenue per million USD	3.03	
			Metric Tonnes /Vehicle Produced	0.15	
		<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in MT)</b>			
		<b>Recycled</b>			
			Plastic waste	Metric Tonnes	2,413
	E-Waste	Metric Tonnes	75		
	Battery waste	Metric Tonnes	107		
	Other Hazardous waste	Metric Tonnes	4,514		
	Other Non-hazardous waste	Metric Tonnes	134,076		
	Total Recycled	Metric Tonnes	141,184		
<b>Other Recovery Operations</b>					
	Other Hazardous waste (ETP sludge, Phosphate Sludge, Paint Sludge, Incinerator Ash, Industrial Waste, Sealer Waste)	Metric Tonnes	14,985		
	Total Other Recovery Operations	Metric Tonnes	14,985		
	Intensity (waste recycled or recovered of the total waste generated)	Nos.	0.89		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in MT)</b>					
<b>Other disposal operations</b>					
	Biomedical waste	Metric Tonnes	0.13		
	Construction and demolition waste	Metric Tonnes	18,962		
	Total Other disposal operations	Metric Tonnes	18,962		
	Intensity (waste disposed of the total waste generated)	Nos.	0.11		

Sr. No.	Attribute	Parameter	Measurement	Values
5	Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company	In % terms	0.04%
		Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0
			Workers	0.016
		Total recordable work-related injuries	Employees	2
			Workers	8
6	Enabling Gender Diversity in Business	No. of fatalities	Employees	0
			Workers	0
		High consequence work-related injury or ill-health (excluding fatalities)	Employees	0
			Workers	0
		Gross wages paid to females as % of wages paid	In % terms	3.29%
7	Enabling Inclusive Development	Complaints on Sexual Harassment (POSH) reported	Total Complaints on Sexual Harassment (POSH) reported	4
		Complaints on POSH	Complaints on POSH as a % of female employees / workers	0.47%
			Complaints on POSH upheld	0
		Input material sourced from following sources as % of total purchases –and from within India	Directly sourced from MSMEs/ small producers (In % terms – As % of total purchases by value)	0.81%
			Directly from within India	96.27%
8	Fairness in Engaging with Customers and Suppliers	Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent / on contract) as % of total wage cost	<b>Location</b>	
			Rural	0.18%
			Semi-urban	36.96%
			Urban	53.93%
			Metropolitan	8.93%
9	Open-ness of business	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events	Number of instances of data breaches	0
			Percentage of data breaches involving personally identifiable information of customers	0
			Impact, if any, of the data breaches	NA
		Number of days of accounts payable	(Accounts payable *365) / Cost of goods/services procured	48
			Purchases from trading houses as % of total purchases	1.88%
	Number of trading houses where purchases are made from	38		
	Purchases from top 10 trading houses as % of total purchases from trading houses	86.94%		
	Sales to dealers / distributors as % of total sales	85.81%		
	Number of dealers / distributors to whom sales are made	486		
	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	18.58%		
<b>Share of RPTs (as respective %age) in</b>				
	Purchases	47.46%		
	Sales	9.15%		
	Loans & advances	0		
	Investments	19.41%		

## Annex II Sites selected for onsite audits

S. no	Site	Location
1.	Manufacturing Plants	Gurugram, Manesar
2.	R&D facilities	Gurugram, Rohtak