

26th June 2023

BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001.
Scrip code: 532343

National Stock Exchange of India Ltd.,
Exchange Plaza, 5th Floor,
Bandra-Kurla Complex,
Bandra (E), Mumbai 400 051.
Scrip code: TVSMOTOR

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report

Please find enclosed the Business Responsibility and Sustainability Report of the Company for the Financial Year 2022-23.

The copy of the same is also available on the website of the Company viz., www.tvsmotor.com.

Kindly acknowledge receipt.

Thanking You,
Yours truly,

For TVS MOTOR COMPANY LIMITED

K S Srinivasan
Company Secretary

Encl :a/a

TVS MOTOR COMPANY LIMITED

Annexure - VI to Directors' Report to the shareholders

DETAILS OF LOANS AND GUARANTEES UNDER SECTION 186 OF THE COMPANIES ACT, 2013 FOR THE FINANCIAL YEAR 2022-23

S. No.	Name of the body corporate	Nature of relationship	Purpose of loan / acquisition / security	Amount of loan / guarantee / security (₹ in Cr)	Purpose for which the loan /guarantee / security utilised by the recipient
1	PT. TVS Motor Company Indonesia	Wholly owned subsidiary	Guarantee	41.09	Business Purposes
2	TVS Motor (Singapore) Pte Limited	Wholly owned subsidiary	Guarantee	82.17	Business Purposes

For and on behalf of the Board of Directors

Chennai
4th May 2023

PROF. SIR RALF DIETER SPETH
Chairman
(DIN: 03318908)

Annexure - VII to Directors' Report to the shareholders

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT FOR FY 2022-23

SECTION A: GENERAL DISCLOSURES

I. DETAILS

1	Corporate Identity Number (CIN) of the Listed Entity	L35921TN1992PLC022845		
2	Name of the Listed Entity	TVS Motor Company Limited		
3	Year of incorporation	10-06-1992		
4.	Registered office address	"Chaitanya", No.12, Khader Nawaz Khan Road, Nungambakkam, Chennai - 600 006		
5.	Corporate address	"Chaitanya", No.12, Khader Nawaz Khan Road, Nungambakkam, Chennai - 600 006		
6.	E-mail	contactus@tvs motor.com		
7.	Telephone	044-28332115		
8.	Website	www.tvs motor.com		
9.	Date of start of Financial Year	Start Date	End Date	
	Financial Year	01-04-2022	31-03-2023	
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited, Mumbai and National Stock Exchange of India Limited, Mumbai		
11.	Paid-up Capital	₹ 47,50,87,114		
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report			
	Name of Contact Person	K S Srinivasan		
	Contact Number of Contact Person	+91 44 2833 2115		
	Email of Contact Person	srinivasan.ks@tvs motor.com		

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken, together).	Standalone basis
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II. PRODUCTS / SERVICES

14. Details of business activities

S. No.	Description of main activity	Description of business activity	% of turnover
1	Manufacturing	Motor vehicles, trailers, semi trailers and other Transport Vehicles	100

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

S. No.	Product / Service	NIC Code	% of total Turnover contributed
1	Motorcycle, Scooters, Mopeds	30911	81
2	Three-wheelers	30912	8
3	Parts & Accessories	30913	10

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	3	30	33
International	-	2	2

17. Markets served by the entity:

a.	Number of locations	
	Location	Number
	National(No. of States)	28
	International(No. of Countries)	80
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	29
c.	A brief on types of customers	
	<p>TVS Motor Company Limited is the 4th largest two-wheeler & 2nd largest three-wheeler manufacturer in the world. The Company has over 5 crore customers globally and has presence in across 80 countries. With a wide range of products designed and developed, the Company offers mobility solutions to all age groups of customers. Since four decades the Company's products play an active role in consumer's daily life improving their living standards, helping them not just in commuting but in experiencing performance biking with a range of 200cc to 310cc premium motorcycles.</p>	

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

IV. EMPLOYEES

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	3,559	3,134	88.06	425	11.94	-	-
2.	Other than Permanent (E)	214	187	87.38	27	12.62	-	-
3.	Total employees (D + E)	3,773	3,321	88.02	452	11.98	-	-
WORKERS								
4.	Permanent (F)	1,900	1,899	99.95	1	0.05	-	-
5.	Other than Permanent (G)	7,234	6,603	91.28	631	8.72	-	-
6.	Total workers (F + G)	9,134	8,502	93.08	632	6.92	-	-

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
DIFFERENTLY ABLED EMPLOYEES								
1.	Permanent (D)	13	10	76.92	3	23.08	-	-
2.	Other than Permanent (E)	-	-	-	-	-	-	-
3.	Total differently abled employees (D + E)	13	10	76.92	3	23.08	-	-
DIFFERENTLY ABLED WORKERS								
4.	Permanent (F)	13	13	100.00	-	-	-	-
5.	Other than Permanent (G)	144	118	81.94	26	18.06	-	-
6.	Total differently abled workers (F + G)	157	131	83.44	26	16.56	-	-

19. Participation / Inclusion / Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	2	16.67
Key Management Personnel	2	-	-

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Category	FY 2022-23 (Turnover rate in current FY)				FY 2021-22 (Turnover rate in previous FY)				FY 2020-21 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Permanent Employees	11.3	11.1	-	11.2	13	10	-	11.5	8	8	-	8
Permanent Workers	-	-	-	-	-	-	-	-	-	-	-	-

Attrition :<5 permanent workers per year out of 2000 total permanent workers

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

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

S. No.	Name of the holding / subsidiary / associate companies/ joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business entity Responsibility initiatives of the the listed entity? (Yes/No)
1	Sundaram-Clayton Limited	Holding Company	50.26	No
2	Sundaram Auto Components Limited	Subsidiary	100	No
3	TVS Housing Limited	Subsidiary	100	No
4	TVS Motor Services Limited	Subsidiary	100	No
5	TVS Electric Mobility Limited	Subsidiary	100	No
6	TVS Credit Services Limited	Subsidiary	85.63	No
7	TVS Motor Company (Europe) B.V.	Subsidiary	100	No
8	TVS Motor (Singapore) Pte Limited	Subsidiary	100	No
9	PT TVS Motor Company Indonesia	Subsidiary	51.20	No
10	Harita ARC Private Limited	Subsidiary	-	No
11	TVS Housing Finance Private Limited	Subsidiary	-	No
12	Harita Two-wheeler Mall Private Limited	Subsidiary	-	No
13	The Norton Motorcycle Co Limited, UK	Subsidiary	-	No
14	TVS Digital Pte Limited, Singapore	Subsidiary	-	No
15	The GO Corporation, Switzerland	Subsidiary	-	No

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

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

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 entity Responsibility initiatives of the the listed entity? (Yes/No)
16	Swiss E-mobility Group (Holding) AG, Switzerland	Subsidiary	-	No
17	EBCO Limited, UK	Subsidiary	-	No
18	Celerity Motor GmbH, Germany	Subsidiary	-	No
19	EGO Movement, Stuttgart GmbH, Germany	Subsidiary	-	No
20	Swiss E-mobility Group (Schweiz), AG, Switzerland	Subsidiary	-	No
21	Colag E-mobility GmbH, Germany	Subsidiary	-	No
22	Alexand'RoEdouard'O Passion VéloSàrl, Switzerland	Subsidiary	-	No
23	Ultraviolette Automotive Private Limited	Associate	28.66	No
24	Emerald Haven Realty Limited	Associate	43.54	No
25	DriveX Mobility Private Limited	Associate	48.27	No
26	Tagbox Solutions Private Limited	Associate	23.50	No
27	Predictronics Corporation, USA	Associate	-	No
28	Tagbox Pte Limited, Singapore	Associate	-	No
29	Scienaptic Systems Inc., USA	Associate	-	No
30	Altizon Inc., USA	Associate	-	No

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

VI. CSR DETAILS

22. CSR Details

Whether CSR is applicable as per Section 135 of Companies Act, 2013	Yes
Turnover (₹ in Cr)	26,378.09
Net worth (₹ in Cr)	6,038.35

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaints is received	Grievance Redressal Mechanism in Place (Yes / No) if yes then provide web-link for grievance redress policy	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes	5	-	-	7	-	-
Employees	Yes	294	5	Resolution is under progress for pending complaints.	409	-	-
Customers	Yes	203	19	Pending complaints resolved in FY 2023-24	190	-	-
Value Chain Partners (Dealers)	Yes	47,228	849	Pending complaints resolved in FY 2023-24	34,364	-	All the complaints have been closed
Value Chain Partners (Suppliers)	Yes	-	-	-	-	-	-

The Company has established required framework for addressing specific grievances for all of its stakeholders. Code of Business Conduct and Ethics, Whistle Blower Mechanism provides sufficient guidance for reporting and resolving grievances. Web-link of such policies are available on the Company's website as provided in page no. 102 of this Annual Report.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

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

Materiality analysis has been done to identify issues that concern our stakeholders and our business sustainability. Prioritization of materiality issues in the current context constructed from following sources-

- Issues based on sectoral guidelines.
- Issues flagged in peer reviews.
- Stakeholder engagement.
- Issues identified during discussions with the management and internal workshops.

Relevant issues are rated as important/very important with reference to Stakeholder groups and the Company were plotted in graph. Very important issues both for company & stakeholder are considered Material issues that have significant Business, Environmental & Social impact. Examples of identified material issues with approach for risk mitigation and financial implication is described below-

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change	R	Rapid change towards Low Emission & Alternate fuel vehicles	Development of EVs and Flex Fuel Vehicles (FFV)	Negative Implications
2	Scope 3 Emissions	R	Future impending Stringent Regulatory Norms	Carbon emission inventorization across value chain and target for emission reduction	Negative Implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

P1	Businesses should conduct and govern themselves with integrity 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 towards all its stakeholders.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect, protect and make efforts to restore the environment.
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Weblink of the Policies, if available	Refer to the Whistle-blower Policy, Code of Business Conduct and Ethics which includes Anti-Bribery practises (available on Company's intranet)	Refer to the Code of Business Conduct and Ethics which includes Fair dealing with customers, suppliers, competitors, officers and employees.	Various policies for well being of the employee are published on the intranet.	Refer to the Policy on Prevention of Sexual Harassment	Various policies on the human rights, safety are published on the intranet.	Refer to the Environment, occupational health and safety policy on the company's website	Refer web-link provided under Leadership Indicators of this principle	Refer to CSR Policy	Refer to Privacy Policy

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2.	Whether the entity has translated the policy into procedures.	Yes								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Code of Conduct, Supplier Code of Conduct and Human Rights policy extend to our value chain partners								
4.	Name of the national and international codes / certifications / labels / standards	ISO 11469; AIS 129, 156; EC 1907/2006; CMV Rules ISO 45001 & SA 8000 ISO 14001								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Company is in the process of defining an overall ESG strategy with goals and targets on material issues.								
6.	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	NA								
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	The Company is committed to being a highly profitable, socially responsible, and leading manufacturer of high value for money, environmentally friendly, lifetime personal transportation products under the TVS brand, for customers predominantly in Asian markets and to provide fulfillment and prosperity for employees, dealers, and suppliers.								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	At the highest level, the Board of Directors of your Company, led by the Chairman Emeritus and Managing Director, has the primary role to protect and assess the Business Responsibility (BR) performance of your Company.								
9.	Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues?	Chairman, Chairman Emeritus & Managing Director, Managing Director and Director & Chief Executive Officer								
10.	Details of Review of NGRBCs by the Company:									
	Performance against above policies and follow up action.	The policies of the Company are reviewed periodically / on a need basis by department heads / director / Board committees / Board members, wherever applicable.								
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.	No. The policies of the Company are subject to audit by the internal auditors of the Company. The working of the policy is also ensured by the various department heads / director / Board committees / Board members, wherever applicable.								

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
The entity does not have the financial or / human and technical resources available for the task	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year	-	-	-	-	-	-	-	-	-
Any other reason (please specify)									

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	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	All principles	100*
Key Managerial Personnel (KMPs)	1	All principles	40
Employees other than BoD and KMPs	150	The employees / workers are imparted various trainings / awareness sessions such as induction / functional / behavioral training at the time of joining and leadership, policy, technical and unit specific compliance training during the course of employment.	92
Workers	359		100

* Director inducted during the year was given an update on the Company's business operations and sustainability principles.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

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

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

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

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes. As a part of Code of Conduct for all the employees, on discipline and misconduct, the Company states anti bribery policy as "Accepting bribe or illegal gratification, in any form, from anyone, in connection with the Company's business is considered violation".

The policy emphasizes zero tolerance approach towards corruption and bribery. The Company has appropriate internal controls to ensure that the Company or its employees do not engage in unethical practices.

The Company conducts proactive reviews, audits and internal investigations to monitor compliance with the policy. The policy also provides information and guidance on how to recognise and deal with bribery and corruption issues. As a part of training on the Code of Conduct, training is also imparted to employees on Anti-Corruption and Anti-bribery topics. Web-link of such policies covered under the Code of Conduct are available on the Company's website as provided in page no. 102 of this Annual Report

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

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

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

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

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

LEADERSHIP INDICATORS

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

During the year the Company has conducted various awareness programmes for value chain partners. However a framework to track such awareness programmes will be put in place.

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

Yes, the Company has in place a 'Policy on Related Party Transactions', which are applicable to our Board members. Transactions with the Board members or any entity in which such Board members are concerned or interested are required to be approved by the Audit Committee and the Board of Directors. In such cases, the interested directors abstain themselves from the discussions at the meeting. The weblink of the policy is available elsewhere reported in the annual report.

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.

Particulars	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	48.71	56.70	Some of the projects are: Development of electric 2W and 3W products; On-board diagnosis II A for products; E20 (Ethanol 20% + Gasoline 80%) material compatible products and Flex fuel vehicles (E20-E85 fuel).
Capex	8.14*	12.88*	EV production process; Emission Control Device in DG set; Regenerative Thermal Oxidiser; for VOC abatement, Water mist fire protection for EV battery assembly & cell storage, infrastructure for PwD etc.

* Includes R&D investments.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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?

95 percentage of supplier parts were sourced sustainably as per Company's current standard / practice. Initiatives taken to ensure sustainable sourcing and encouraged suppliers to get certified under ISO 14001, ISO 45001, SA 8000 & IATF. System & process audits (TPM) are conducted at supplier end periodically for better control through supplier excellence team.

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)

a) Recyclability symbol marking on the plastic parts (more than 100g component) for easy identification during recycling. b) The packaging plastic materials are managed as per Extended Producer Responsibility.

(b) E-waste

Batteries (Lead-Acid) used in products have recycling symbol marked. At the end-of-life, these batteries will reach recyclers through the dealers and channel partners. Lithium-ion batteries will be managed as per Extended Producer Responsibility.

(c) Hazardous waste

The Company restricts the use of "hazardous chemicals" in the components used in products. An internal standard is created considering various national and international laws on hazardous substance.

(d) other waste.

Towards enabling disposal of products at End-of-life in an environment friendly manner, the products are designed with higher recyclability and recoverability rates that promotes recycling.

Reusability & recyclability rate between 85-90% and reusability & recoverability rate between 90-95%.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

Yes

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Yes

If not, provide steps taken to address the same.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

LEADERSHIP INDICATORS

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

Yes

If yes, provide details in the following format?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	If yes, provide the web-link.
291	Scooters (Jupiter 110, Jupiter 125 & NTorq)	38.4	Cradle to Grave: Raw material extraction, part production, vehicle assembly, use phase and disposal.	No	No	-
291	Apache Platform	17.2		No	No	-
291	Commuter Motorcycles (Star City+, Sport, Radeon)	9.2		No	No	-
291	Ronin	1.5		No	No	-

The LCA study / perspective is carried out in-house using GaBi software and ecoinvent database. The results from the LCA are assessed periodically and necessary actions are being taken across models to reduce the impacts.

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

Name of Product / Service	Description of the risk / concern	Action Taken
All Models	Use phase emissions	Meeting OBD II-A (On Board Diagnostics) requirements for 2W and 3W products.
All Models	Depletion of fossil fuel	Voluntary E20 (Ethanol 20% + Gasoline 80%) Material compliance for all models. Helps to conserve fossil fuel and reduces CO ₂ emissions.
Apache 160 4V	Depletion of fossil fuel	Demonstration of Flex fuel vehicle (FFV). The vehicle can run on flex fuel (E20-E85). Conservation of fossil fuel.
iQUBE& variants	Safety	In addition to AIS 156 and 3 phase 2 compliance, advanced battery design standards enhance the safety of the battery packs.
All models	Safety	Vehicle immobility when the side stand is engaged.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Distilled Thinner	23.14	25.90
Recycled Effluent	75.27	74.29

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

Particulars	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	494	-	-	318	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

Usage of reusable bins thereby reducing the consumption of carton boxes.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Material received in bins.	100

Usage of bins instead of wooden boxes for goods that come in, because of longer life and reusability.

Spares packaging in cardboard which can be recycled.

PRINCIPLE 3

BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	3,134	3,134	100	3,134	100	-	-	3,134	100	3,134	100
Female	425	425	100	425	100	425	100	-	-	425	100
Total	3,559	3,559	100	3,559	100	425	100	3,134	100	3,559	100
Other than Permanent employees											
Male	187	187	100	187	100	-	-	187	100	187	100
Female	27	27	100	27	100	27	100	-	-	27	100
Total	214	214	100	214	100	27	100	187	100	214	100

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	1,899	1,899	100	1,899	100	-	-	1,899	100	1,899	100
Female	1	1	100	1	100	1	100	-	-	1	100
Total	1,900	1,900	100	1,900	100	1	100	1,899	100	1,900	100
Other than Permanent workers											
Male	6,603	6,603	100	6,603	100	-	-	6,603	100	6,603	100
Female	631	631	100	631	100	631	100	-	-	631	100
Total	7,234	7,234	100	7,234	100	631	100	6,603	100	7,234	100

Permanent Workers are covered under Hospitalization insurance policy and Personal Accident (PA) policy.

Other than Permanent Workers are covered under Employee State Insurance extending Hospitalization and accident benefits Maternity, Paternity & Day care facility are extended to all categories of employees.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	3	100	Yes	12	100	Yes
Others - please specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

If not, whether any steps are being taken by the entity in this regard.

Infrastructure audit was conducted by M/s Enable India and M/s RampMyCity and made the infrastructure friendly for PwD with 80% accessibility.

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

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	100	-	-
Female	100	100	37	100
Total	100	100	37	100

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)	Remark
Permanent Workers	Yes	The Company POSH Committee, members are from diverged group including CHRO, Operations head, ERM head. Whistle-blower, CoC (Code of Conduct) for all categories of permanent employees and workers are available. Dedicated channels for raising such grievances have been put in place and communicated to all the concerned stakeholders. Employee can access the Committee over phone or also can send mail.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	3,559	-	-	2,871	-	-
- Male	3,134	-	-	2,587	-	-
- Female	425	-	-	284	-	-
- Others	-	-	-	-	-	-
Total Permanent Workers	1,900	1,900	100.00	1,951	1,951	100.00
- Male	1,899	1,899	100.00	1,950	1,950	100.00
- Female	1	1	100.00	1	1	100.00
- Others	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	Total (A)	FY 2022-23				FY 2021-22				
		On Health and safety measures		On Skill upgradation		Total D	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
EMPLOYEES										
Male	3,321	632	19.03	742	22.34	2,587	177	6.84	820	31.70
Female	452	222	49.11	149	32.96	284	68	23.94	114	40.14
Others	-	-	-	-	-	-	-	-	-	-
Total	3,773	854	22.63	891	23.62	2,871	245	8.53	934	32.53
WORKERS										
Male	8,502	6,339	74.56	2,178	25.62	7,791	7,569	97.15	1,950	25.03
Female	632	617	97.63	440	69.62	457	457	100.00	289	63.24
Others	-	-	-	-	-	-	-	-	-	-
Total	9,134	6,956	76.16	2,618	28.66	8,248	8,026	97.31	2,239	27.15

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	3,134	3,134	100.00	2,587	2,587	100.00
Female	425	425	100.00	284	284	100.00
Others	-	-	-	-	-	-
Total	3,559	3,559	100.00	2,871	2,871	100.00
WORKERS						
Male	1,899	1,899	100.00	1,950	1,950	100.00
Female	1	1	100.00	1	1	100.00
Others	-	-	-	-	-	-
Total	1,900	1,900	100.00	1,951	1,951	100.00

10. Health and safety management system:

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

Yes

If yes, the coverage such system?

Hosur, Mysuru, Nalagarh

Scope : Design and Manufacture of personal transportation products (Mopeds, Motorcycles, Scooters, Three-Wheelers and their components)

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

Hazard identification and risk assessment, Hazard Operability Study, Safety Audit by OHS professional, Safety Interaction by line management, External Auditors, ISO 45001.

Hazard Identification Risk Assessment (HIRA) is a process of defining and describing hazards by characterising their probability, frequency, and severity and evaluating adverse consequences, including potential losses and injuries. A risk assessment that provides the factual basis for activities is included in the corporate safety strategy to reduce losses from identified hazards at workplace. While carrying out Hazard Assessment, all the activities including routine and non-routine in each section are selected, Hazard Assessment conducted to identify the significant risks. For all the significant risks, control measures are defined to mitigate the risks. The HIRA process is a dynamic document which is reviewed every year or if there is change in process, layout, materials etc. or if there is an accident or incident in that particular activity.

Periodic medical check-up is done in-house with specific tests identified as per risk assessment of employees working in different departments having exposure to different occupational health hazards. Health assessment on return-to-work is done prior to rejoining. Medical fitness certificate is verified and validated and maintained as record. Immunisation of specific categories of employees as per job requirements for specific protection under primary prevention protocol.

- 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 has necessary systems in place to ensure employee's safety is not compromised and also avails representation from employee and workers in this regard. Work related hazards are identified through reporting mechanisms viz., Unsafe Condition Reporting, Near Miss Reporting, Reports from Safety committee meeting, Total Employee Involvement (TEI) - Suggestions and TEI -QCC.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Yes, the Company has tied-up with nearby multispecialty hospitals for non-occupational health services to all our employees.

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

Safety Incident / Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.11	0.12
	Workers	0.12	0.28
Total recordable work-related injuries	Employees	-	1
	Workers	-	3
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

The Company engages employees to improve safety and health such as safety audits through internal and external experts, safety training for its employees on topics like Four Stage Safety Clearance, 100% Induction Training, Contractor Safety Management System, Plant Safety Rating System, Work Permit System, Visual Control System Related to Safety, Work Environment Monitoring, Internal & External Safety Audits, Fire Extinguishers, Fire Hydrants and Automatic suppression systems.

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

Particulars	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

The observations / suggestions made by safety committee members during quarterly meeting are addressed appropriately.

14. Assessments for the year:

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

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

- Engagement with Dupont for implementation of safety systems for cultural transformation
- Safety digitalization & digitization activities.

LEADERSHIP INDICATORS

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

a. Employees (Y/N)

Yes, Employee death benefit scheme, group personal accident coverage and all other benefits in line with Statutory benefits provided for employee benefit.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

b. Workers (Y/N).

Yes, Family Relief Fund is extended to the family members of the deceased employees by making contribution from all permanent employees and matching contribution by the company.

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

The Company has adequate mechanisms to ensure that requisite statutory dues, as applicable to the transactions of the Company with its value chain partners, are deducted and deposited in accordance applicable regulations and reviewed as per regular audit processes. The Company also collects necessary certificates and proofs from its contractors with respect to payment of statutory dues like PF, ESIC, etc. relating to contractual employees and workers.

The Company expects its value chain partners to behave ethically and with integrity in all its business transactions and uphold standards of fair business practices.

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

Particulars	Total no. of affected employees / workers		No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	-	1	-	1
Workers	-	3	-	3

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

No

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	10
Working Conditions	10

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.

There were no significant risks / concerns arising from the assessments of health and safety practices and working conditions of value chain partners.

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 continuously expands its proactive engagement with all the stakeholder groups. The Company prioritises engagement as an integral part of partnership building and aims to institutionalize a structured approach through a formal process in the future.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Pamphlets, 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
Customers	No	Email, SMS, Newspapers and Advertisements	Monthly	Through frequent Customer interaction, Customer satisfaction surveys and other market surveys. Key Concerns include Product / Service quality, Timely Delivery, Fair Pricing and Fuel efficiency of vehicles
Dealers	No	E-mail	Monthly	Scope includes dealer management system, dealer meets, cluster meets, Training on new products and company policies, Facility Visits and periodic communication. Key Concerns includes Product quality, product handling, technological improvements, diverse customer requirement, trained manpower.
Employees	No	For Employees: Email, SMS, Notice Board.	Monthly, quarterly and annual as applicable	Performance appraisal, employee engagement survey, grievance handling process, training workshops. Key Concerns: Career planning, communication on employee related policies.
Workers	No	Notice Board, Forums, committee meetings.	Monthly	In-house forums, meeting with Director & CEO, plant safety committee meetings. Key Concerns: Grievance redressal, occupational health and safety concerns, other benefits.
Community	No	Community Meetings	Continuous	Community needs assessment, participation in village functions, gramasabha meeting, implementing community initiatives by SST. Key Concerns: Community health and hygiene, infrastructure, livelihood, education.
Policy Makers	No	Email, meetings.	As & when required	Policy advocacy participation, industry associations. Key Concerns: No specific concerns.
Regulatory Bodies	No	Email, meetings.	As & when required	Submission of reports, inspection visits, need-based meetings on directives. Key Concerns: Regulatory compliance and transparency in disclosure.
Shareholders/ Investors	No	Email, Website, meetings	Quarterly and annual	Investor forums, corporate communication, annual general meetings, annual reports. Key Concerns: Company strategy and performance, future plans, returns to shareholders.
Vendors, Transporters and Suppliers / Service Providers	No	Email, meetings	Monthly	Supplier meets/supplier visits/supplier survey, supplier development group initiatives. Key Concerns: Supply chain communication on long range plan/ financial transactions/ rejections update/ scheduling, fluctuating order volumes, early involvement from suppliers to meet new product development targets, performance, rewards and recognition system.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

LEADERSHIP INDICATORS

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

Respective business / functional heads engage with the stakeholders on various ESG topics and the relevant feedback from such consultation is provided to the Board, wherever applicable.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No).**

Yes

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.

Customers: Electric Scooter launched previous year was upgraded with inputs from customers for increased range and multiple colours. Employees & Workers: Based on demand & towards facilitating Health & wellness, special camps were conducted tying up with local hospitals for booster dose vaccination on COVID 19 prevention.

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

Maintaining the cordial relationship with community and sensing their need for economic development, opportunities for supply of select items for canteen were provided. This has engaged the Self-help groups run by women folk in villages around the Plants. Towards enhancing engagement of Persons with Disability (PwD) and based on requests from such Service providers / NGOs, job fairs and recruitment camps were conducted, and employment provided.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (B)	% (D / C)
EMPLOYEES						
Permanent	3,559	3,559	100	2,871	2,871	100
Other than permanent	214	214	100	498	498	100
Total Employees	3,773	3,773	100	3,369	3,369	100
WORKERS						
Permanent	1,900	1,900	100	1,951	1,951	100
Other than permanent	7,234	7,234	100	6,297	6,297	100
Total Workers	9,134	9,134	100	8,248	8,248	100

- Annual coverage of training through an e-module is mandatory for all employees.
- Certified for SA8000 and awareness is extended to all employees & Workers which covers elements on Human Rights. Orientation capsule covers Human Rights Elements for other than permanent employees.

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

Category	Total (A)	FY 2022-23				FY 2021-22				
		Equal to Minimum Wage		More than Minimum Wage		Total D	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
EMPLOYEES										
Permanent	3,559	-	-	3,559	100.00	2,871	-	-	2,871	100
Male	3,134	-	-	3,134	100.00	2,587	-	-	2,857	100
Female	425	-	-	425	100.00	284	-	-	284	100
Others	-	-	-	-	-	-	-	-	-	-
Other than permanent	214	-	-	214	100.00	517	-	-	517	100
Male	187	-	-	187	100.00	438	-	-	438	100
Female	27	-	-	27	100.00	79	-	-	79	100
Others	-	-	-	-	-	-	-	-	-	-

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Category	Total (A)	FY 2022-23				FY 2021-22				
		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)
WORKERS										
Permanent	1,900	-	-	1,900	100.00	1,951	-	-	1,951	100.00
Male	1,899	-	-	1,899	100.00	1,950	-	-	1,950	100.00
Female	1	-	-	1	100.00	1	-	-	1	100.00
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	7,234	-	-	7,234	100.00	8,248	-	-	8,248	100.00
Male	6,603	-	-	6,603	100.00	7,791	-	-	7,791	100.00
Female	631	-	-	631	100.00	457	-	-	457	100.00
Female	-	-	-	-	-	-	-	-	-	-

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

Particulars	Male		Female	
	Number	Median remuneration/ salary / wages of respective category (₹ in Cr)	Number	Median remuneration / salary / wages of respective category (₹ in Cr)
Board of Directors (BoD)	10	0.44	2	0.21
Key Managerial Personnel	2	2.34	-	-
Employees other than BoD and KMP	3,129	0.15	425	0.10
Workers - Permanent	1,899	0.09	1	-

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 has various groups at plant level which takes care of human rights impacts or issues.

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

Ethics Committee is addressing the issues relating to Human Rights. The Company instituted robust mechanism for prevention and redressal of any form of abuse or violation of human rights. Human Rights Policy applies to all our stakeholders.

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

Particulars	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour / Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Company assures confidentiality and protection to the complainant in furtherance, any attempts to intimidate the complainant would be treated as a violation of code of conduct. The following steps are followed:

- All complaints are handled in time bound manner.
- At the request of the aggrieved employee, steps are taken to settle the matter through mutual agreement, before initiating enquiry, provided that no monetary settlement shall be made as a basis of conciliation.
- If a settlement is arrived through conciliation, the committee shall prepare a written settlement with its recommendations duly signed by both parties and witnessed by the committee and provide the same to Management.
- The committee shall provide Unclassified / Restricted / Protected / Confidential copies of the settlement to the aggrieved employee and the respondent, and no enquiry shall be conducted further.

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

Yes. Business agreements and contracts contain a standard provision of compliance with all the applicable laws, conventions, and policies etc., which encompasses the human rights requirements.

9. Assessments for the year:

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

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

- Infra development for Person with Disability;
- Modules for POSH, SA8000 refresher course are developed; and
- Enhance the coverage of assessment at value chain partners.

LEADERSHIP INDICATORS

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

The Company has introduced the following initiatives for the welfare of the employees:

- Hybrid Working Policy, Flexible Working hours; and
- Menstrual Leave Policy, Guidelines for new expectant and nursing mothers engagement in workplace.

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

External competent agencies have conducted assessments as part of SA 8000, Sustainability 4.0, Workplace Compliance, apart from a periodic inspection by regulatory authorities.

The Scope of the assessment programs includes Assessment on Child Labour, Forced Labour, Health and Safety, Discrimination, Disciplinary Action, Working Hours, Remuneration Coverage. The assessment covers all the plant locations and a portion of identified value supply chain partners.

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

Yes

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	10
Forced / involuntary labour	10
Sexual harassment	10
Discrimination at workplace	10
Wages	10
Others - please specify	-

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

There were no significant risks / concerns arising from the above said assessments.

PRINCIPLE 6

BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

ESSENTIAL INDICATORS

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	Tera Joules	337.35	338.86
Total fuel consumption (B)	Tera Joules	290.37	271.24
Energy consumption through other sources (C)	Tera Joules	-	-
Total energy consumption (A+B+C)	Tera Joules	628	610
Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)	Joules / Rupee	1278	1628
Energy intensity (optional) - the relevant metric may be selected by the entity	Tera Joules	-	-

UOM for Total electricity & fuel consumption is in Terajoule.

UOM for Energy intensity per rupee of turnover is in Joules per Rupee

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

No

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)

No

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

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Parameter	Unit	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)			
(i) Surface water	kilolitres	27497	45755
(ii) Groundwater	kilolitres	500024	487226
(iii) Third party water	kilolitres	2058	8622
(iv) Seawater / desalinated water	Kilolitres	-	-
(v) Others	kilolitres	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	kilolitres	529579	541603
Total volume of water consumption (in kilolitres)	kilolitres	746550	703662
Water intensity per rupee of turnover (Water consumed / turnover)	Litres / Rupee	0.00000283	0.00000338
Water intensity (optional) - the relevant metric may be selected by the entity	kilolitres	-	-

1. Wastewater from industrial process is treated, recycled and used in industrial applications.
2. Direct rainwater harvesting is also adopted.

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

No

4. Has the entity implemented a mechanism for Zero Liquid Discharge?

Yes

If yes, provide details of its coverage and implementation.

Zero Liquid Discharge system is implemented in Hosur Plant. Also, recycling being adopted in Mysuru and Nalagarh Plants.

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

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	MT	7.67	8.10
SOx	MT	62.22	58.40
Particulate matter (PM)	MT	54.09	65.30
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	ppm	4	4
Hazardous air pollutants (HAP)	-	-	-
Others - please specify			

VOC values in ppm at the outlet of Regenerative Thermal Oxidiser

Note: Indicate if any independent assessment / evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	19046.01	17876.21
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	9584.32	11835.34
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e/ cr	1.09	1.43
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

7. Does the entity have any project related to reducing Green House Gas emission?

Yes

If Yes, then provide details.

1) Increase in share of renewable energy. e.g., Augmentation of solar energy & procurement of green power through Indian Energy Exchange. 2)Waste Heat Recovery from Regenerative Thermal Oxidizer (RTO) and Air Compressors. 3) Implementation of energy efficient projects e.g. conversion of induction motor based blowers to DC blowers.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)			
Plastic waste (A)	metric tonnes	407.30	277.27
E-waste (B)	metric tonnes	24.35	27.35
Bio-medical waste (C)	metric tonnes	2.40	2.50
Construction and demolition waste (D)	metric tonnes	-	-
Battery waste (E)	metric tonnes	62.50	79.95
Radioactive waste (F)	metric tonnes	-	-
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	4326.98	3633.21
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	metric tonnes	8485.68	8998.83
Total (A+B + C + D + E + F + G + H)	metric tonnes	13309.21	13019.11
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
Category of waste			
(i) Recycled	metric tonnes	10158.86	10394.91
(ii) Re-used	metric tonnes	-	-
(iii) Other recovery operations	metric tonnes	-	-
Total	metric tonnes	10158.86	10394.91
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration	metric tonnes	2.40	2.50
(ii) Landfilling	metric tonnes	81.32	87.59
((iii) Other disposal operations	metric tonnes	3066.62	2534.10
Total	metric tonnes	3150.34	2624.19

Other disposal operations - Waste is co-processed and co-incinerated in cement industry.

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

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

The Company restricts the use of "hazardous chemicals" in the parts of our products/processes. An internal standard is created considering various national and international laws on hazardous substance. The hazardous waste generated in the factory viz., paint sludge, chemical sludge, phosphate sludge and waste containing traces of oil are being co-processed in cement industry for the last 17 years. All other categories of wastes are disposed through authorized agencies.

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

Not applicable

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

Necessity for environment impact assessment did not arise during reporting period.

- 12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).**

Yes

If not, provide details of all such non-compliances, in the following format:

LEADERSHIP INDICATORS

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

Parameter	Unit	FY 2022-23	FY 2021-22
From renewable sources			
Total electricity consumption (A)	Terajoules	296.43	272.63
Total fuel consumption (B)	Terajoules	-	-
Energy consumption through other sources (C)	Terajoules	-	-
Total energy consumed from renewable sources (A+B+C)	Terajoules	296.43	272.63
From non-renewable sources			
Total electricity consumption (D)	Terajoules	40.91	66.24
Total fuel consumption (E)	Terajoules	290.37	271.24
Energy consumption through other sources (F)	Terajoules	-	-
Total energy consumed from non-renewable sources (D+E+F)	Terajoules	331.28	337.48
JOM for energy consumption is in Terajoule.			

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

No

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

2. Provide the following details related to water discharged:

Parameter	Unit	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)			
(i) To Surface water	kilolitres	-	-
- No treatment	kilolitres	-	-
- With treatment - please specify level of treatment	kilolitres	-	-
(ii) To Groundwater	kilolitres	-	-
- No treatment	kilolitres	-	-
- With treatment - please specify level of treatment	kilolitres	-	-
(iii) To Seawater	kilolitres	-	-
- No treatment	kilolitres	-	-
- With treatment - please specify level of treatment	kilolitres	-	-
(iv) Sent to third-parties	kilolitres	-	-
- No treatment	kilolitres	-	-
- With treatment - please specify level of treatment	kilolitres	-	-
(v) Others	kilolitres	310775	286312
- No treatment	kilolitres	-	-
- With treatment - please specify level of treatment	kilolitres	310775	286312
Total water discharged (in kilolitres)	kilolitres	310775	286312

The quantity reported in Others is majorly tertiary treated sewage which is used for green belt development inside the factory premises.

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

No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not Applicable as Our plants do not come under water stress area

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) - No

If yes, name of the external agency.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

Scope 3 inventorization considering upstream and downstream process is taken as one of the major projects for FY 2023-24.

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

Not applicable

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative 2022-23	Corrective action taken, if any FY 2021-22
1	Direct harvesting of rainwater	Rainwater is collected and used for industrial application.	22622 KL of Ground water saved	-
2	Reuse of RO reject	Reject water from RO plant is reused for washing vessels and food waste bins cleaning as well as for toilet flushing in canteen.	1870 KL of RO reject water is reused	-
3	VOC abatement and use of waste heat	Regenerative Thermal Oxidizer (RTO) has been installed at Paint plant for reducing levels of VOC. Also, the waste heat is recovered and reused for process heating.	About 95% VOC abatement	-
4	IEX and solar energy	Capacity of roof top solar has been increased from 5.8 MW to 7.8 MW. Green power has been procured through IEX during wind off-season.	Renewable energy share increased by 3%.	-
5	Emission control device for DG sets	Electrostatic precipitator based emission control device installed in the exhaust system of DG Sets.	70% of PM10 reduced in the flue gas.	-

7. Does the entity have a business continuity and disaster management plan?

Yes

Give details in 100 words/ web link.

Flooding due to heavy rains are mitigated through landscaping, topography and design of building. Plant buildings are constructed with seismic load into consideration. Fire and explosion effects are reduced through mounded bullet storage for hazardous chemical. Secondary storage facility is provided for keeping IT related back-ups.

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

An exclusive taskforce towards supplier excellence was formed to support suppliers for their holistic development in their business performance. Towards climate action, we support suppliers towards enhancing renewable energy in their operations. Also, assessments were conducted, and support provided on process, environmental compliance, safety practices and social aspects for ensuring sustainable improvement.

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

61% covering identified critical vendors including waste recyclers.

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.

10

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	BCIC Bangalore Chamber of Industry and Commerce	National
2	IMTMA Indian Machine Tool Manufacturers Association	National
3	SIAM - Society of Automotive Manufacturers	National
4	CII - Confederation of Indian Industry	National
5	EFI - Employers Federation of India	National
6	EFSI - Employers Federation of South India	State
7	HIA - Hosur Industries Association	State
8	KEA - Karnataka Employers Association	State
9	BBNIA - Baddi Barotiwala Nalagarh Industries Association	State
10	IMA - Indian Management Association	National

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

Not applicable

LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information is available in public domain? (Yes/No)	Frequency of Review Review by Board (Annually/ Half yearly / Quarterly / Others - please specify)	Web Link, if available
1	BCIC	Monthly meet	Yes	Others	
2	AIS 129 & AIS 156	Stakeholder discussion and consultation with govt.	Yes	Others	https://morth.nic.in/sites/default/files/ASI/Amendment%203%20to%20AIS%20156.pdf
3	Battery waste management Rules, 2022	Stakeholder discussion and consultation with govt.	Yes	Others	https://cpcb.nic.in/uploads/hwmd/Battery-WasteManagementRules-2022.pdf
4	On-board Diagnostics II A (MoRTH)	Stakeholder discussion and consultation with govt.	Yes	Others	

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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
Impact Assessment of TVS SST's Initiatives in Polur, West Arani and Javadhu Hills block of Tiruvannamalai district of Tamil Nadu.	–	–	Institute of Rural Management, Anand (IRMA)	Yes	–
Impact assessment of partially desilted minor irrigation tanks in Tiruvannamalai, Tirunelveli and Krishnagiri districts	–	–	Centre for Water Resources, Anna University, Chennai	Yes	–

Independent Impact studies were carried out with Institute of Rural Management, Anand and Centre for Water Resources, Anna University, Chennai.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: - Not Applicable

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

CSR team members lives in villages where welfare activities are carried out, to understand the needs and receive feedback then and there.

Continuous interaction with community to understand the benefit and utility of various programmes implemented through SHG meetings, and meeting with various community-based organizations.

Feedback from government officials at panchayat, block and district level on the effectiveness on implementation of the government welfare schemes and programmes at grass root level villages.

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

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	8	8
Sourced directly from within the district and neighbouring districts	95.71	94.1

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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):

The impact assessment reports by Institute of Rural Management, Anand (IRMA) and Centre for Water resources, Anna University highlighted the positive impact on the social and economic condition in the project villages.

The impact assessment report by IRMA recommended that the program should focus on building the capacity of individuals in the community to become micro-entrepreneurs. This can be done through providing training on different aspects of business management and entrepreneurship, as well as providing institutional support such as access to credit and market linkages.

Based on the feedback, a platform for all rural SHG products and online e-commerce to support market linkages has been created to promote entrepreneurship among the women.

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

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

Yes

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

Out of ₹ 775 Cr buying in IDM, ₹ 22.63 Cr buying is with marginalized & vulnerable group. (Ex. in canteen category like Vegetables , Groceries, Snacks)

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

3

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: Nil

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.: Nil

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Holistic rural development in tribal habitations of Tamil Nadu, Karnataka, and Maharashtra.	90,000	100%
2	Renovation of anganwadis, schools, hostel, health centers, veterinary centers and other rural community infrastructure	25,000	85%
3	Medical consultations, simple diagnostics, and medicines free of cost at medical centres & Conducting general health camps, dental camps and eye camps in schools.	2,00,000	80%
4	Desilting of water storage bodies and channels	4,500	70%
5	Livelihood projects for women in Self-Help Groups	20,000	80%
6	Providing a platform for sales of women self-help group products	900	75%
7	Improving learning outcomes of children in primary and middle schools	5,000	95%
8	Improving life-skills among children	600	90%

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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.

There are two level redressal. General complaints are dealt by service or sales department designated team for this purpose who receives complaint online and resolve it in the customer care email customercare@tvsmotor.com. Unresolved complaints, disputes and privacy related complaints are dealt by legal department following due process of law. Our Company follows principle of Customer First approach (as a policy) in dealing with all types of complaints. There is a separate data privacy department to comply and deal with privacy & anonymous complaints.

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

1) Environmental and social parameters

- a. Emission related information
- b. Fuel economy information
- c. Compatible fuel information
- d. Oil drain interval
- e. Tell-tale lamps
- f. Hazard lamps
- g. Precaution while charging

2) Safe and responsible use

- a. Tyre pressure
- b. Chain slack
- c. Petrol only
- d. Wear helmet while riding (manual)
- e. detailed process for regular maintenance in manual
- f. periodic service information

3) Recycling and safe disposal

- a. Crossed wheelie bin symbol on batteries
- b. Recycling symbol on plastic parts for ease of identification

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

Particulars	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil		Nil	Nil	
Advertising	2	2		2	1	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	Nil	Nil		Nil	Nil	

TVS MOTOR COMPANY LIMITED

Annexure - VII to Directors' Report to the shareholders - (continued)

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

Particulars	Number	Reasons for recall
Voluntary recalls	Nil	Not applicable
Forced recalls	Nil	Not applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes

If available, provide a web-link of the policy.

We are certified for ISO 27001 since last 15 years and we do yearly audit on our Cyber security . We have cyber security council chaired by external experts who guides on cyber security matters. We also do external audits on cyber security.

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.

We had one Advertising Complaint on describing mileage by usage of words "record holder for highest on road mileage of 110 kmp". Advertising Council had objected and sought an explanation on usage of words "Record Holder of highest on road Mileage". The Company has observed that there was no anomaly. However, the advertisement is voluntarily withdrawn by the Company till Advertising Council is satisfied with our explanation.

LEADERSHIP INDICATORS

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

Official Website, user manual, service manual, authorised service centers, social media, and labels

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

Details of safe and responsible usage is provided in the user manual. Service station personnel are comprehensively trained to educate vulnerable, marginalized and all types of customers.

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)

No

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)

Yes

5. Provide the following information relating to data breaches:

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

Nil

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

Nil, We did not have a data breaches as of today.

For and on behalf of the Board of Directors

PROF. SIR RALF DIETER SPETH
Chairman
(DIN: 03318908)

Chennai
4th May 2023
74