



## Commercial Vehicle Solutions

ZF Group - ZF Commercial Vehicle Control Systems India Limited, Chennai 600058

Department Finance  
From Muthulakshmi M  
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Date July 29, 2025

The Manager  
Listing Department  
BSE Limited, Phiroze Jeejeebhoy Towers  
Dalal Street, Mumbai 400 001

**Scrip code: 533023**

Listing Department  
National Stock Exchange of India Ltd  
Exchange Plaza, C-1, Block G  
Bandra - Kurla Complex  
Bandra (E), Mumbai 400 051

**Trading Symbol: ZFCVINDIA**

Dear Sirs,

### **Reg: Business Responsibility and Sustainability Reporting**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, we are enclosing herewith the Business Responsibility and Sustainability Report for the Financial Year 2024-25, which forms an integral part of the Integrated Annual Report for the Financial Year 2024-25.

Kindly take the above information on your record and dissemination please.

Thanking you,

Yours sincerely,

For ZF Commercial Vehicle Control Systems India Limited

Muthulakshmi M  
Company Secretary

Encl : As above

### **ZF Group**

ZF Commercial Vehicle Control Systems India Limited  
(Formerly known as WABCO INDIA Limited)  
Plot No.3 (SP), Third Main Road,  
Ambattur Industrial Estate,  
Chennai - 600058, India  
Phone: +91 44 4224 2000

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### BRSR OVERVIEW:

#### SECTION A – GENERAL DISCLOSURES

##### Details

1.	Corporate Identity Number (CIN) of the Listed Entity	L34103TN2004PLC054667
2.	Name of the Company	ZF Commercial Vehicle Control Systems India Limited ('ZF CVCS')
3.	Year of incorporation	2004
4.	Registered office address	Plot No.3, (SP) III Main Road, Ambattur Industrial Estate, Chennai - 600 058.
5.	Corporate address	Plot No.3, (SP) III Main Road, Ambattur Industrial Estate, Chennai - 600 058.
6.	E-mail	<a href="mailto:cvcs.info.india@zf.com">cvcs.info.india@zf.com</a>
7.	Telephone	+91 044 4224 2000
8.	Website	<a href="https://www.zf.com/mobile/en/company/investor_relations/zf_cv_india_investor_relations/zf_cv_india_ir.html">https://www.zf.com/mobile/en/company/investor_relations/zf_cv_india_investor_relations/zf_cv_india_ir.html</a>
9.	Financial year for which reporting is being done	FY 2024-25
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited, Mumbai and BSE Limited, Mumbai
11.	Paid-up Capital	INR 948.38 lakhs
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR Report	M. Muthulakshmi Phone: +91 044 4224 2000 E-mail: muthulakshmi.m@zf.com
13.	Reporting boundary	Standalone (Only for ZF CVCS India Limited)
14.	Whether the Company has undertaken reasonable assurance of the BRSR Core?	Not applicable for this year
15.	Name of assurance provider	The report is not assured by an external assurance provider.
16.	Type of assurance obtained	Not applicable

#### Products and Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing of Automotive components	Air assist and full air actuation and accessories systems	73.94%
2	Spares	Spares	13.15%
3	Software services / Research and development / Business services	Software services / Research and development / Business services	10.51

##### 18. 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	Automotive components and spares	29301	100%

#### Operations

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

Location	Number of Manufacturing Unit(s)	Number of office(s)	Total
National	6	2	8
International	* ZF CVCS does not have any international locations		

**The Company's manufacturing locations are located in:**

- i. Chennai: Plot No. 3, (SP) III Main Road, Ambattur Industrial Estate, Chennai 600 058
- ii. Jharkhand: Large Sector, Adityapur Industrial Area, Gamharia, Seraikella-Kharsawan District, Jharkhand 832 108
- iii. Mahindra World City: Unit - 1 & Unit - 2 at: Plot No. AA8, Central Avenue, Auto Ancillary SEZ, Mahindra World City, Natham Sub-Post, Chengalpet, Kancheepuram District 603 002
- iv. Pantnagar: Plot No.11, Sector 4, SIDCUL, IIE Pantnagar, Udham Singh Nagar, Uttarakhand 263 153
- v. Lucknow: KH 159-162, 164 Village Dhakauli Nawabganj, Barabanki Dewa Road, Somaiya Nagar, Barabanki, Lucknow, Uttar Pradesh 225 123
- vi. Oragadam: Plot C10&C11, SIPCOT Industrial Park Phase 2, Vaipur B-Block, Oragadam, Kancheepuram District 602 105

The Company has its ZF IT Center India and Global Engineering Centre (fka Technology Center India) Chennai situated at Porur, Chennai.

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

The Company operates in the following markets mentioned below:

**a. Number of locations**

Locations	Number
<b>National</b> (No. of States)	The Company operates across 28 states and 6 union territories (Excluding Lakshadweep, Diu Daman)
<b>International</b> (No. of Countries)	We export to 15 countries across the Americas, Asia, Europe and Africa

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

41.05%

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

The Company deals with multiple segments and categories namely Automotive Original Equipment Manufacturer (OEMs), distributors, government agencies and retailers.

**Employees**
**21. Details as at the end of Financial Year:**
**a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	2,029	1,663	82%	366	18%
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>2,029</b>	<b>1,663</b>	<b>82%</b>	<b>366</b>	<b>18%</b>
<b>WORKERS</b>						
4.	Permanent (F)	459	454	99%	5	1%
5.	Other than Permanent (G)	2,634	2,216	84%	418	16%
<b>6.</b>	<b>Total workers (F + G)</b>	<b>3,093</b>	<b>2,670</b>	<b>86%</b>	<b>423</b>	<b>14%</b>

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

Differently abled employees						
S. No	Particulars	Total (A)	Male		No. (C)	Female % (C / A)
			No. (B)	% (B / A)		
1.	Permanent (D)	1	1	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total differently abled employees (D + E)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>-</b>	<b>-</b>
Differently abled workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	37	27	73%	10	27%
<b>6.</b>	<b>Total differently abled workers (F + G)</b>	<b>37</b>	<b>27</b>	<b>73%</b>	<b>10</b>	<b>27%</b>

**22. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25.00 %
Key Management Personnel	3	2	66.67 %

**23. Turnover rate for permanent employees and workers**

(Disclose trends for the past 3 years)

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8%	2%	10%	12%	2%	14%	12%	2%	14%
Permanent Workers	1.8%	0.2%	2%	1%	0%	1%	1%	0%	1%

Holding, subsidiary and associate companies (including joint ventures)

**24. (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	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	ZF Friedrichshafen AG	Ultimate holding company	NIL	-No-
2	WABCO Asia Pvt Ltd, Singapore	Holding company	63.16%	
3	ZF CVCS Manufacturing India Pvt Ltd	Wholly owned subsidiary	100%	

**CSR**

**25. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes**

**(ii) Turnover (in INR) – 3,804.09 crores**

**(iii) Net worth (in INR) – 3,210.08 crores**

**Transparency and Disclosure Compliances**
**26. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Overview of the entity's material responsible business conduct issues

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes <sup>#</sup>	1	0	The complaint has been duly addressed and resolved	2	0	All complaints have been duly addressed and resolved
Employees and workers	Yes	5	0	This includes the number of whistle blower complaints reported by Employees as well as POSH related complaints	Nil	Nil	-
Customers	Yes <sup>&amp;</sup>	Nil	Nil	-	Nil	Nil	-
Value Chain Partners	Yes <sup>*</sup>	Nil	Nil	-	Nil	Nil	-
Other (please specify)	-	-	-	-	-	-	-

**Note:**

\*Whistle blower policy:

The Whistle blower mechanism provides a platform enabling employees, trainees, directors and Vendors of the Company, to report genuine concerns, unethical behaviour, actual or suspected fraud, violation of Company's Insider Trading Code, any unlawful act or violation of the Company's Code of Conduct. The mechanism provides for adequate safeguards against victimisation of the whistle blower and also provides for direct access to the Chairman of the audit committee in appropriate or exceptional cases or chief ethics officer of the Company as the case may be to report any concerns or unethical activities. Further individual policies by and large prescribe grievance redressal mechanisms for the concerned stakeholders.

Weblink: [https://www.zf.com/master/media/corporate/m\\_zf\\_com/company/bonds\\_relations/\\_wabco\\_india\\_ir/18\\_policies\\_and\\_code\\_of\\_conduct/05-WABCO-India-Whistle-Blower-Policy.pdf](https://www.zf.com/master/media/corporate/m_zf_com/company/bonds_relations/_wabco_india_ir/18_policies_and_code_of_conduct/05-WABCO-India-Whistle-Blower-Policy.pdf)

<sup>&</sup>Annual Customer satisfaction survey for collating their feedback.

<sup>#</sup>Mechanism in place such as SEBI SCORES platform, Smart ODR platform and stock exchanges.

[https://www.zf.com/mobile/en/company/investor\\_relations/zf\\_cv\\_india\\_investor\\_relations/zf\\_cv\\_india\\_ir.html](https://www.zf.com/mobile/en/company/investor_relations/zf_cv_india_investor_relations/zf_cv_india_ir.html)

**27. 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.**
**Overview of the entity's material responsible business conduct issues:**

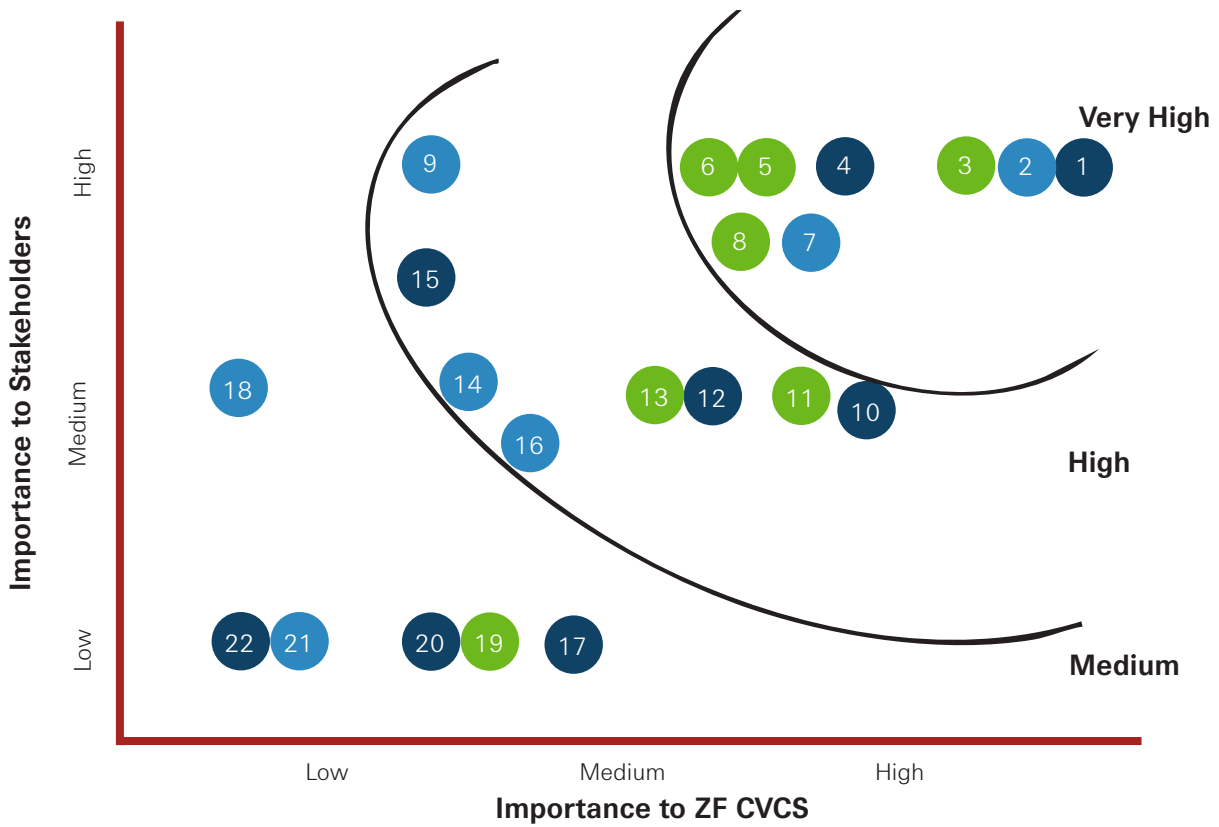
Identifying and classifying the environmental, social, economic and governance topics material is vital to our business and our internal and external stakeholders. Prioritising the issues significant to us helps utilise resources prudently and reinforce our long-term value. The Company carried out the materiality assessment in FY 2021-22 which enable the Company to identify material issues that directly or indirectly impacted the organisation and business. Detailed

materiality assessment helped to focus on the most relevant sustainability issues for stakeholders and strategic partners. We followed a stakeholder driven approach which is seen as a balanced and well-rounded methodology. Stakeholder groups critical to the entity were identified and subjected to surveys along with other research analysis to determine key material topics and prioritisation of material issues based on their impact on our business and stakeholders.

S. No.	Material identified issue	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	Health & Safety	R	As an OEM organisation, we accord top priority to Occupational Health and Safety and have zero tolerance towards any incidences related to it. Our goal is to build an accident-free organisation, so that our employees can work comfortably in a safe and healthy environment. The exposure of employees into the risk area makes them vulnerable to adverse incidents.	The organisation provides periodic safety trainings to promote employee wellbeing and to ensure safety at the workplace. The Company, as part of EHS management system, has introduced SHE FMEA (Safety, Health & Environment Failure Mode and Effect analysis). SHE FMEA is a methodology that identifies hazard and assess risk and is adopted to cover all activities & processes for the routine and non-routine activities in normal, exceptional & emergency situations and to identify the failure mode with respect to EHS. It also addresses the gaps because it is a quantitative risk assessment methodology.	Negative
2	Ethical Business Practices	O	Ethical business practices form the core of our business. The Company's code of conduct clearly states the necessary compliance requirements and guidelines for internal stakeholders to perform the duties with highest standard of integrity and accountability.	<ul style="list-style-type: none"> <li>• Annual employee and director certification with the Code of Conduct</li> <li>• Annual Ethics Training program</li> <li>• Resolution of employee or third party complaints via Ethics Council investigations</li> <li>• FCPA audits are periodically conducted at sites to determine compliance with applicable anti-bribery regulations</li> <li>• Quarterly representations during global financial Audit</li> </ul>	Negative
3	Energy Management	O	Diligent Energy Management in all usage areas will enable reduction in energy costs and helps to conduct business in an efficient and sustainable manner.	Energy mapping in all areas and 8% energy savings in every year can be achieved with implementing the improvements.	Positive

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Risk Management	O	Risk Management aids in identification, evaluation and mapping the risk based on severity to prevent, control and mitigate through means of properly defined framework.	The Board has constituted a Risk Management Committee to review the aspects of risk management periodically, to ensure that executive management reviews and controls risk through means of a properly defined framework. There are 52 potential risks identified and mitigation measures are periodically checked by the internal audit team and are communicated to the Board of Directors.	Negative
5	Water Stewardship	O	Water is a critical element in our operations and its seen as an opportunity to judiciously use our water resources and minimise our water costs.	Monitoring of Water consumption and yearly reduction of water consumption by 2%.	Negative
6	Emissions Management	O	The organisation is committed towards reducing its corporate carbon footprint and aims to achieve this by reduction and substitution. It is currently in the process of evaluating their emissions and works to adhere to the national and international goals of reducing carbon emissions.	Energy Efficiency and avoidance of energy consumption are the top priority. A secondary focus is the transformation of energy consumption from fossil fuels to renewable resources, or a corresponding technology shift. city is in pipeline.	Positive

S. No.	Material identified issue	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)
7	Labour Practices and D&I	R	Labour Practices and D&I are fundamental to the success of the organisation. Unrest in workforce can lead to disruption in the operations creating financial impacts. Additionally, companies infrastructure and other resources are prone to risk as a consequence of sabotage or criminal act.	There are periodic meetings held between the Union members and the site leaders. Weekly call is also arranged between the Site HR team and the Central team involving HR leader for operations. Monthly HR reviews are held which covers labour relations aspects, chaired by the India HR Leader. Further to build a more inclusive business we have taken a target of gender diversity with an aim to have 30% woman across all our manufacturing sites. To enable this, in the current year, the Company has hired 70% woman candidates of the total new hires from institutional hiring.	Negative
8	Waste Management	R	Improper handling of the hazardous substance can result in deterioration of natural resources and environment. Ethical, reputational and legal risks arise owing to the adverse impacts on the flora and fauna caused by the ecosystem damage.	All manufacturing sites are ISO 14001 certified (environmental certification) for compliance. Hazardous waste is packed, stored in dedicated area and disposed in safe manner through government authorised agencies	Negative



## Material issues for ZF CVCS

### Very High

1. Employee Health & Safety
2. Ethical Business Practices
3. Energy Management
4. Risk Management
5. Water Stewardship
6. Emissions Management
7. Labour Practices and D&I
8. Waste Management

### Medium:

15. Supply Chain Management
16. Customer Privacy
17. Biodiversity & Land usage
18. Community Relations
19. Opportunities in Green Building
20. Board Structure & Management
21. Responsible Investment
22. Customer Management

### High:

9. Employee Engagement & Talent Development
10. Anti-competitive Behavior
11. Opportunities in Clean Technology
12. Policy Influence
13. Climate Change Vulnerability
14. Responsible Sourcing

**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 National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements of administering responsible activity.

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

<b>Principle 1</b>	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
<b>Principle 2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>Principle 3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>Principle 4</b>	Businesses should respect the interests of and be responsive to all its stakeholders
<b>Principle 5</b>	Businesses should respect and promote human rights
<b>Principle 6</b>	Businesses should respect and make efforts to protect and restore the environment
<b>Principle 7</b>	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>Principle 8</b>	Businesses should promote inclusive growth and equitable development
<b>Principle 9</b>	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Disclosures</b>									
<b>1.</b>									
a) Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b) Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c) Web Link of the Policies, if available	ZF Friedrichshafen AG Group's Code of conduct policy covers the various principles of the 9 NGRBC’s principles. <b>Weblink:</b> Code of Conduct : <a href="https://www.zf.com/master/media/corporate/m_zf_com/company/corporate_governance/compliance/coc_all_languages/1_ZF_Compliance_Code_of_Conduct_EN.pdf">https://www.zf.com/master/media/corporate/m_zf_com/company/corporate_governance/compliance/coc_all_languages/1_ZF_Compliance_Code_of_Conduct_EN.pdf</a> Business Partner Principles: <a href="https://www.zf.com/master/media/corporate/m_zf_com/company/corporate_governance/compliance/zf_bpc_en.pdf">https://www.zf.com/master/media/corporate/m_zf_com/company/corporate_governance/compliance/zf_bpc_en.pdf</a> ZF CVCS Investor Relations: <a href="https://www.zf.com/mobile/en/company/investor_relations/zf_cv_india_investor_relations/zf_cv_india_ir.html#policiesandcodeofconduct_acc_657742_0">https://www.zf.com/mobile/en/company/investor_relations/zf_cv_india_investor_relations/zf_cv_india_ir.html#policiesandcodeofconduct_acc_657742_0</a>								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3. Do the enlisted policies on sustainability extend to your value chain partners? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y

(Y- Yes/ N- No)

<b>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.</b>	<p>The Company has installed product safety management systems to ensure the safety characteristics 1 and 2 part of International Automotive Task Force (IATF) 16949 are met.</p> <p>ISO 45001:2018 certified (Occupational Health and Safety): All Manufacturing Facilities except oragadam.</p> <p>ISO 14001:2015 certified (Environment Management System): All Manufacturing Facilities except oragadam.</p> <p>ISO 50001:2015 certified (Energy Management System): Manufacturing facilities in Chennai, Jharkhand and Lucknow.</p> <p>The Company is also ISO 27001 to safeguard organisation data against security threats.</p>
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	<ul style="list-style-type: none"> <li>• The Company has committed to be carbon neutral by 2040 and use 100% renewable energy by 2026.</li> <li>• Targeting towards Zero Accident</li> <li>• To achieve carbon neutrality the company will aim to reduce its Scope 1 &amp; 2 emissions by 2% year on year compared to 2020.</li> <li>• A focused effort on energy reduction initiatives 5% year on year , increase our renewable energy use by 5% year on year and reduce waste by 5% year on year</li> </ul>
<b>6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.</b>	<p>Actions are in place to achieve our targets and periodic review are scheduled to address the same.</p>

#### 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)

Please refer Page 11.

<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	<p>The Company monitors the implementation of the business responsibility policies through a leadership team chaired by the Managing Director. Regular discussions are conducted to discuss the Environment, Social and Governance aspects.</p>
<b>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.</b>	<p>Yes, the Company has a leadership team responsible for decision making on sustainability related topics. The team periodically discusses, reviews the issues and monitors the action plan. The team is chaired by the Managing Director along with the functional heads.</p> <p>Further the Risk management committee of the Company is entrusted with the assessment of ESG risks and opportunities on periodic manner.</p>

**Policy and management processes**

**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 (A)/ Half yearly (H)/ Quarterly (Q)/ Monthly (M) / Weekly (W))								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow up action</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y	H	A	M	Q	Q	M	A	W	M
<b>Compliance with statutory requirements of relevance to the principles and, rectification of any non-compliances</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y	H	A	M	Q	Q	M	A	W	M

(Y- Yes/ N- No)

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

The internal audit team at the Company conducts periodic reviews of the Company policies.

Some policies e.g. Health and Safety and Quality are subject to both internal and external audits as a mandate for certification process (ISO 45001, ISO 14001, ISO 50001, etc.) to evaluate the ideal working of the policies.

The certification process was carried out by DNV which is an accredited third-party certification body. No independent assessment of policies has been completed as yet.

**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)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

## SECTION C – PRINCIPLE WISE PERFORMANCE DISCLOSURE

### Principle 1 – Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable

ZF CVCS as a company earned the recognition and trust of its Products and services, compliance, and ethical corporate governance. The intention is to carry on conducting moral business with integrity and transparency. The ZF Code of Conduct is a crucial component in promoting ethical and responsible behaviour among employees. It offers direction on principles of morally upright behaviour in daily operations and when interacting with business partners. All suppliers and service providers are required under ZF's Business Partner Principles to pledge to abide by all applicable laws and regulations wherever in the world. It is imperative for suppliers and service providers to guarantee the protection of human rights and dignity across all business operations.

#### SDG Linkages



#### 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	% of persons in respective category covered by the awareness programmes
Board of Directors	7	During the year, the Board of Directors of the organisation spent approximately 30 hours on various familiarisation programmes comprising Policy formation & Policy Deployment, business, regulations, economy and environmental, social and governance parameters, Sustainability initiatives.  In addition, a monthly Town Hall Meeting held with all the board members, KMPs & Employees to share the developments in the business and future goals.	100%
Key managerial personnel	10	During the year, KMPs of the organisation spent approximately 30 hours on various familiarisation programmes comprising Policy formation & Policy Deployment, business, regulations, economy and environmental, social and governance parameters.  In addition, a monthly Town Hall Meeting held with all the KMPs & Employees to share the developments in the business and future goals.	100%

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	72	<p>All employees of the organisation undergo various training programmes throughout the year. Owing to the pandemic, during the year, most trainings happened through blended learning which entailed virtual classroom initiatives, along with e-learning modules.</p> <p>Various key trainings were undertaken during the year such as:</p> <ul style="list-style-type: none"> <li>• Prevention of Sexual Harassment at the Workplace,</li> <li>• Code of Conduct,</li> <li>• Emotional Stability &amp; Wellness</li> <li>• ZF Office 5S Training</li> <li>• 7 Step lean Methodology – Value stream analysis</li> <li>• JH Awareness training</li> <li>• Product Knowledge - Basic and Advanced</li> <li>• Low-Cost Automation – Industrial Robot Programming and Operation</li> <li>• LOTO Awareness</li> <li>• Core Quality Tools – SPC, MSA, APQP, PPAP, FMEA &amp; CP</li> <li>• QCPC</li> <li>• Internal Auditor Training Program</li> </ul> <p>ISO14001: 2015, ISO 45001:2008</p> <ul style="list-style-type: none"> <li>• Bottleneck Change Management</li> <li>• Training on 7QC Tools – QRQC, M7 tools, 5W+2H</li> <li>• Leadership Initiative Program</li> <li>• Sustainability awareness and Emission Control</li> <li>• Navigating supply chain dynamics</li> <li>• Laboratory Management</li> <li>• Prevention of Corrosion</li> </ul> <p>Other trainings included induction programmes for new recruits, leadership training and modules on soft skills, programmes on mental and physical well-being, amongst several others.</p> <p>Total training man days per employee: 12.0</p>	100%
Workers	80	<p>For workmen, On the job training as well as off job trainings were given in various topics such as</p> <ul style="list-style-type: none"> <li>• Product Knowledge</li> <li>• Material Handling Techniques</li> <li>• Awareness 5S Audit</li> <li>• TEI Activities – Kaizen, Suggestions, Fugai Tag</li> <li>• Awareness on Poka - Yoke</li> <li>• Awareness on Quality Defects</li> <li>• Awareness on POSH</li> <li>• Productivity Improvement</li> <li>• Awareness on JH &amp; CLIA adherence</li> <li>• QMS</li> <li>• TPM</li> <li>• TQM</li> <li>• Reduction of Carbon Footprints</li> <li>• Lean Principles (8 types of Wastes)</li> <li>• Awareness on SHE</li> <li>• Awareness on ZF PS</li> <li>• 7 QC Tools</li> </ul>	100%

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

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

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

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

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

Yes, ZF Group Code of Conduct has covered anti-corruption or anti bribery. Weblink: [ZF Group Compliance Code Of Conduct](#)

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

	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

There have been no complaints against our BOD, KMPs, Employees and Workers.

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

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

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

Not applicable

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

	FY 2024-25	FY 2023-24
i) Accounts payable x 365 days	12,618,181.4	14,400,815.85
ii) Cost of goods/services procured	264,009.72	275,660.18
iii) Number of days of accounts payables	48	52

**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:

(in INR crores)

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. i) Purchases from trading houses	425	464.84
	ii) Total purchases	2,222.53	2,332.37
	iii) Purchases from trading houses as % of total purchases	19.12%	19.93%
	b. Number of trading houses where purchases are made from	161	186
	c. i) Purchases from top 10 trading houses	228	219
	ii) Total purchases from trading houses	425	450.11
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses	53.68%	48.61%
Concentration of Sales	a. i) Sales to dealer / distributors	440	454
	ii) Total Sales	3,804.09	3,783.71
	iii) Sales to dealer / distributors as % of total sales	12%	12%
	b. Number of dealers / distributors to whom sales are made- Nos	234	350
	c. i) Sales to top 10 dealers / distributors	241	205
	ii) Total Sales to dealer / distributors	440	417
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	55%	49%
Share of RPTs in	a. i) Purchases (Purchases with related parties)	163.64	133.17
	ii) Total Purchases	2,222.53	2,332.37
	iii) Purchases (Purchases with related parties as % of Total Purchases)	7.40%	5.7%
	b. i) Sales (Sales to related parties)	954.36	828.60
	ii) Total Sales	3,804.09	3,804.1
	iii) Sales (Sales to related parties as % of Total Sales)	25.1%	21.9%
	c. i) Loans & advances given to related parties	5	10
	ii) Total loans & advances	24.14	33.51
	iii) Loans & advances given to related parties as % of Total loans & advances	20.72%	29.8%
	d. i) Investments in related parties	1	1
	ii) Total Investments made	2.77	2.75
	iii) Investments in related parties as % of Total Investments made	36.06%	36.4%

\*Trading Houses refer to suppliers who act as traders and are involved in import of commodities from various countries.

**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	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
13	Various topics are covered under the training as follows, Heat treatment assessment systems, Failure modes, Risk priority numbers, severity, occurrence detection Specifications, Digital technology Need for Launch Readiness, criteria VDA 6.3 version Run @ Rate product, process, change management, conditions Advanced Product Quality Planning Special Characteristic Need for cleanliness, ISO standards, Gravimetry 8 dimensions of Problem-Solving Techniques Failure modes, Risk priority numbers, severity, occurrence detection Classification Fire, Types of Extinguishers, Fire Emergency response	100%

**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 processes in place to avoid / manage conflict of interests involving members of the Board. The Code of Conduct policy also has a mention about the actual or potential Conflict of Interest specifically of the Board Members and recommends the Directors or senior management personnel involved in any conflict or potential conflict situations to exclude themselves from any discussion or decision relating thereto.

Further signed declarations and commitment are received from Board of Directors and Senior Management personnel for not engaging with any activities or interests that may create conflict with company's interest on an annual basis.

**Principle 2 – Businesses should provide goods and services in a manner that is sustainable and safe.**

By providing our clients with exceptional products and services that increase vehicle efficiency and safety, the Company hopes to make a positive impact in the lives of people and the environment. The Company manufactures and distributes conventional braking products, advanced braking systems, and other related air assisted products and systems that help reduce environmental pollution, improve road safety, and save energy in medium and heavy commercial vehicles.

**SDG Linkages****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**

	<b>FY 2024-25 (Current financial year)</b>	<b>FY 2023-24 (Previous financial year)</b>	<b>Details of improvements in environmental and social impacts</b>
R&D	0.04%	0.7%	Key initiatives both in our R&D operations and product improvement from a perspective using alternative fuels and efficiency optimisation were carried out in the current financial year
Capex	0.13%	0.4%	Please refer to our energy efficiency improvement effort in Principle 6 Essential Indicator 8

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

Yes. The Organisation promotes sustainable sourcing and continually works towards increasing the value of purchases made from such suppliers. To support sustainable sourcing, we encourage our suppliers and vendors to adopt suitable practices in their operations. Integrated supply chain operations ensure sustainable and best use of available resources. Further, Business Partner Principles ([ZF Group Business Partner Principles](#)) covers specific guidelines that are agreed to by our suppliers as part of terms of business.

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

43.75% (by input value material sourced) from the perspective of ZF sustainable sourcing standards.

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.**

The Company has a robust design to increase the recyclability of its products and minimise the risk to the environment. The ZF group's environmental targets consider life cycle aspects of the products during its environmental improvements. The Company evaluates recycling aspects in the product design, to ensure there is efficient recycling of materials that are used in operations.

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.**

Extended Producer Responsibility (EPR) is applicable to the Company's activities as the Company uses plastics for packaging purposes. Further the Company has registered as the category of importer of plastic. Further the Company has registered as the category of importer and brand owner of plastics. The waste collection plan is in line with the EPR plan submitted to Central Pollution Control Board.

**Leadership Indicators**

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

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	Results communicated in public domain	If yes, provide the web-link.
Nil						

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
Nil		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 (Current financial year)	FY 2023-24 (Previous financial year)
Aluminium	90%	90%
Iron Castings	50%	50%

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

Waste Details	FY 2024-25 (Current financial year)			FY 2023-24 (Previous financial year)		
	Reused	Recycled	Safely disposed	Reused	Recycled	Safely disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste	Nil	Nil	Nil	Nil	Nil	Nil

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.
Packaging relating to actuation systems	90% (The Company has shifted from single time use cardboard cartons to collapsible metal-bins including Air assist and full air for packaging. Such collapsible metal-bins are reclaimed from the customers.)

**Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains**

The Company demonstrates a robust commitment to respecting and promoting the well-being of all employees including those within its extended value chain. They implemented comprehensive health and safety protocols to ensure a secure and hazard free workplace. In line with its commitment to fair labour practices, the Company strictly adheres to labour laws and regulations ensuring fair wages, reasonable working hours, and the elimination of forced or child labour. The Company promotes diversity and inclusion implementing policies that ensure equal opportunities for all employees regardless of gender race or background. Furthermore, the Company provides various welfare programs aimed at improving the quality of life for its employees. Company covers employees and workers under various insurance benefits like Mediclaim Policy, Group personal Accidents policy & Employee Deposit linked insurance scheme to protect employee’s family live hood. The Company have employee representing committees like Ethics, POSH, Help desk, Welfare committee, Canteen Committee, Sports Committee to resolve grievance as per policies and certified standing orders of the Company.

**SDG Linkages**



**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	1,663	1,663	100%	1,663	100%	0	-	1,663	100%	1,663	100%
Female	366	366	100%	366	100%	366	100%	0	-	366	100%
<b>Total</b>	<b>2,029</b>	<b>2,029</b>	<b>100%</b>	<b>2,029</b>	<b>100%</b>	<b>366</b>	<b>18%</b>	<b>1,663</b>	<b>82%</b>	<b>2,029</b>	<b>100%</b>
<b>Other than Permanent employees</b>											
Male	0	0	-	0	-	0	-	0	-	0	-
Female	0	0	-	0	-	0	-	0	-	0	-
<b>Total</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	454	454	100%	454	100%	0	-	454	100%	454	100%
Female	5	5	100%	5	100%	5	100%	-	-	5	100%
<b>Total</b>	<b>459</b>	<b>459</b>	<b>100%</b>	<b>459</b>	<b>100%</b>	<b>5</b>	<b>1 %</b>	<b>454</b>	<b>99%</b>	<b>459</b>	<b>100%</b>
<b>Other than Permanent workers</b>											
Male	2,216	2,216	100%	2,216	100%	0	-	0	-	0	-
Female	418	418	100%	418	100%	418	100%	0	-	0	-
<b>Total</b>	<b>2,634</b>	<b>2,634</b>	<b>100%</b>	<b>2,634</b>	<b>100%</b>	<b>418</b>	<b>16%</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.38%	0.34%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	15% *	Yes	100%	50%	Yes
ESI	NA	86%	Yes	NA	50%	Yes
Others – please specify	NA	NA	NA	NA	NA	NA

\*Only permanent workers are covered under gratuity scheme

**3. Accessibility of workplaces**
**A 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 strongly believes in equal and fair opportunities to disabled persons. Further, the Company commits to assessing the requirements and intends to develop the premises/ offices accessible to differently abled employees and workers with modifications/ constructions compliant with safety regulations and emergency responses.

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

The Company believes that diversity and inclusion enhance our creativity, increase our innovation power, and are key to business success. We foster a culture that celebrates differences and promotes individuality, regardless of gender, age, ethnic background, sexual orientation, or physical and neurodiversity. The Company provides equal opportunities to all its employees and to all eligible applicants for employment in the Company. It does not unfairly discriminate on any ground including race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability or any other category protected by applicable law.

Weblink: [ZF Group Compliance Code of Conduct](#)

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

Gender	Permanent employees		Permanent workers	
	Return to work rate %	Retention rate %	Return to work rate %	Retention rate %
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	(If Yes, then give details of the mechanism in brief)
Permanent workers	Yes, there is a provision to raise any grievances in confidential. Raised grievances will be reviewed & addressed through proper channel of grievances redressal committee. We have employee representing committee like Ethics, POSH, Help desk, Welfare committee, Canteen Committee, Sports Committee to resolve grievance as per policies and certified standing orders of the Company.
Other than permanent workers	
Permanent employees	
Other than permanent employees	

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

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/ workers in the respective category (C)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>						
Male	NA*					
Female						
<b>Total</b>						
<b>Total Permanent Workers</b>						
Male	454	454	100%	442	442	100%
Female	5	5	100%	6	6	100%
<b>Total</b>	<b>459</b>	<b>459</b>	<b>100%</b>	<b>448</b>	<b>448</b>	<b>100%</b>

\* Not applicable to permanent employees as they are not part of Union

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	1,663	1,663	100%	1,663	100%	1,581	1,581	100%	1,549	98%
Female	366	366	100%	366	100%	321	321	100%	309	96%
<b>Total</b>	<b>2,029</b>	<b>2,029</b>	<b>100%</b>	<b>2,029</b>	<b>100%</b>	<b>1,902</b>	<b>1,902</b>	<b>100%</b>	<b>1,864</b>	<b>98%</b>
<b>Workers</b>										
Male	2,670	2,670	100%	2,670	100%	2,468	2,468	100%	2,419	98%
Female	423	423	100%	423	100%	319	319	100%	316	99%
<b>Total</b>	<b>3,093</b>	<b>3,093</b>	<b>100%</b>	<b>3,093</b>	<b>100%</b>	<b>2,787</b>	<b>2,787</b>	<b>100%</b>	<b>2,731</b>	<b>98%</b>

Note: The above data is for permanent employees and workers.

**9. Details of performance and career development reviews of employees and workers:**

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1,663	1,663	100%	1,581	1,581	100%
Female	366	366	100%	321	321	100%
<b>Total</b>	<b>2,029</b>	<b>2,029</b>	<b>100%</b>	<b>1,902</b>	<b>1,902</b>	<b>100%</b>
<b>Workers</b>						
Male	454	454	100%	442	442	100%
Female	5	5	100%	6	6	100%
<b>Total</b>	<b>459</b>	<b>459</b>	<b>100%</b>	<b>448</b>	<b>448</b>	<b>100%</b>

Note: The above data is 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, what is the coverage of such a system?**

Yes, the Company has health and safety management systems as per ISO 45001, the objective of Occupational Health and Safety Management System is reduction of occupational injuries and promoting physical and mental well-being, across all plants covering Design, Development and manufacturing activities.

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

All ZF locations manage their EHS (Environment, Health & Safety) activities in alignment with the global EHA management system. The EHS management system focuses on preventing and minimising environmental, health and safety risks. The Company, as part of EHS Health management system has SHE FMEA (Safety, Health & Environment Failure mode analysis) as risk assessment methodology. SHE FMEA is a methodology that identifies hazard and assess risk and is adopted to cover all activities & processes for the routine and non-routine activities in normal, abnormal & emergency and to identify the failure mode with respect to EHS. It also addresses the gaps because it is a quantitative risk assessment methodology.

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

Yes, the Company has the Incident reporting system with 12 steps. The employees are empowered to report potential safety hazards through green fugai tag (safety abnormality tag). The supervisor will upload the green fugai tag (safety abnormality tag) into an online portal and the respective team will address it. Employees also participate in the Safety suggestion scheme, and they are rewarded for the participation. They also participate in the Quality circle to identify the EHS issues and help improve it.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes, the Company has in-house Occupational health centres in all plants. There are full time medical officers in Ambattur & Mahindra City site locations and they can avail services and medicines at free of cost.

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

Safety incident/number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	0	0
	Workers	0.64	0.24
Total recordable work-related injuries	Employees	0	0
	Workers	4	2
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

All employees engaged in production are mandated to complete EHS Induction, risk assessment (SHE FMEA). This financial year, as a proactive measure, The Company introduced another mandatory EHS induction training to empower employees to report incidents and provide suggestions for improvement through safety kaizens on the shopfloor. Ergonomic improvements with the support of engineering controls were implemented across high and medium risk jobs resulting in improved productivity and operator morale. This was aimed at reducing employee fatigue. For example, medium fatigue stations were identified for 99.6% low risk jobs

Every year, the March quarter is dedicated to reinforcing our commitment to Environment, Health, and Safety (EHS). This year, we broadened our focus to include Sustainability initiatives, adopting a theme-based approach centered on areas where our operations have the greatest impact in creating a safe, healthy, and sustainable workplace.

**The theme for this year is:**

“Be the STAR”, representing:

- Safety Champion
- Transformation Agent
- Active & Fit
- Resource Conscious

This theme is designed to drive behavioural transformation across the shopfloor, fostering adherence to EHS practices, systems, and the principles of the 5R approach - Refuse, Reduce, Reuse, Repurpose, and Recycle.

**Key Highlights of the theme:**

- 40+ awareness programs conducted across all sites
- 4,124 employees participated and benefitted from these initiatives
- 15 employee competitions held, including essay writing, drawing, quiz, and speech contests
- Winners were celebrated and recognised during site-wide Town Hall meetings

**National Safety Day – March 04:**

National Safety Day was celebrated with great enthusiasm across all sites, beginning with a Safety Pledge reaffirming our commitment to workplace safety. A variety of employee engagement activities were conducted, fostering a sense of ownership and awareness around EHS priorities.

These initiatives continue to reinforce our culture of safety and sustainability, ensuring that every employee becomes an active contributor to our long-term goals.

**Strengthening Compliance and Risk Mitigation through ISO Standards and Proactive Safety Measures**

As part of our commitment to excellence in Environment, Health, and Safety (EHS), the Company has successfully implemented and maintained international management system standards:

- ISO 14001 for Environmental Management Systems
- ISO 45001 for Occupational Health and Safety Management Systems

All sites have successfully completed the recertification process through the DNV certifying body, reaffirming our adherence to globally recognised EHS best practices.

Safety & Health awareness programs were organised with the quote ‘Safety should start from home’ at the Ambattur site for employees and family members to increase awareness on themes like safe and green home and cancer among women. This was followed by competitions organised for employee spouses and kids related to the theme which received an overwhelming response. Approximately 550 family members participated in this event which was followed by a health camp organised for the family members.

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

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

**14. Assessments for the year**

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

All sites of ZF CVCS India were assessed by ZF Group EHS auditor. Additionally, Ambattur site, Mahindra city & Jamshedpur site were assessed for ISO 45001.

**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.**

All the EHS incidents are analyzed with A3 report-Incident investigation with why-why analysis with involving all stakeholders and reviewed with leadership and the corrective actions are implemented to prevent reoccurrence. The lesson learned from the incidents are communicated across the sites to address the similar root cause and system in place to track the same.

Any internal and external assessment observations and scope for improvements are recorded and addressed with corrective action across the sites

**Leadership Indicators**

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

Yes. Company covers employees and workers under various insurance benefits like Medclaim Policy, Group personal Accidents policy & Employee Deposit linked insurance scheme to protect employee’s family livelihood.

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

As a company, we have no comprise in meeting and ensuring all statutory and legal requirements without any gaps. We have strong tools and review mechanism in place to ensure 100% compliances. Periodicals review at done by Senior Management.

- 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 2024-25 (Current financial year)	FY 2023-24 (Previous financial year)	FY 2024-25 (Current financial year)	FY 2023-24 (Previous financial year)
Employees	0	0	0	0
Workers	0	0	0	0

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

Yes. Company provide transition assistance programs through an external vendor / professional consultants to support employees termination due to performance gaps and other than integrity grounds.

- 5. Details on assessment of value chain partner:**

Details on assessment of value chain partners:	% of Tier 1 Suppliers and Customers (by value of business done with such partners) that were assessed
Health and safety practices	% of vendor - 42.7(No physical assessment, but ESG self-assessment declaration made by supply chain partners where EHS is covered)
Working Conditions	% of vendor - 42.7(No physical assessment, but ESG self-assessment declaration made by supply chain partners where EHS is covered)

- 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.**

None

**Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders**

The Company is a part of the Commercial Vehicle Solutions (CVS) division of the ZF Group. The vision of the Company is to help shape the future of commercial transport systems in India. By leveraging synergies with ZF group the Company is uniquely positioned to offer the next generation of solutions and services for commercial vehicles and fleets in India and the world over. By means of its offerings, the Company aims to enhance their efficiency, safety, connectivity, intelligence, and automation. The Company uses its capacity to innovate, integrate, and advance CV vehicle controls systems under the auspices of ZF’s Vision for Next Generation Mobility. It also sets the pace to address the issues facing India’s commercial transportation sector, generating sustainable value for stakeholders, customers, and employees. Through the utilisation of commercial vehicle intelligence, the Company supports ZF Group’s corporate strategy aimed at ‘Next Generation Mobility’.

**SDG Linkages**



**Essential Indicators**

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

A Core Stakeholder is any individual or group of individuals or institutions that adds value to the business chain of the corporation or is materially affected by entity’s decision. The Company is in the business of providing vehicle actuation systems for commercial vehicles and is aware that the products and services directly impact various stakeholders which includes users of commercial vehicles, its vendors, customers, community at large and investors. At present, the given stakeholder groups identified have immediate impact on the operations and working of the Company. At ZF CVCS, we recognise stakeholder engagement as an integral part of our operations. We strive to create long-term sustainable value for all our stakeholders including employees, customers, investors, suppliers, and communities. In order to do so, we regularly engage and collaborate with our stakeholders to develop an understanding of their needs and expectations. Thus, the Company has programmes to directly interact with the stakeholders and provide value through economic returns and training to improve awareness thereby improving safety on roads and ergonomics.

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

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Intranet Portal, Senior Leader’s Communication / Talks/ Forums, Town Hall briefings, Emails, Regular Employee Communication Forums	Ongoing	Employee engagement activities, Training, awareness and welfare programmes, Brand communication, Health, Safety and Engagement initiatives
Customers	No	On a need basis through multiple channels like physical, digital, etc.	Ongoing	Product quality and availability, responsiveness to needs, aftersales service, responsible guidelines / manufacturing, climate change disclosures, life cycle assessment, Business related discussions, Awareness and training programmes, workshops and seminars

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
Suppliers and Vendors	No	Supplier and Vendor meets, Face-to face and electronic correspondence, Supplier Audits	Ongoing	Quality, timely delivery and payments, ESG consideration (sustainability, safety checks, compliances, ethical behaviour), ISO and OHSAS standards, collaboration and digitalisation opportunities
Investors / Shareholders	No	Email, Newspaper, Advertisement, Website, Annual General Meeting, shareholder meets, email, Stock Exchange (SE) intimations, investor / analysts meet / conference calls, Annual report, quarterly results and investor meetings / conferences, media releases, Company website	Ongoing	Share price appreciation, dividends, profitability and financial stability, robust ESG practices, climate change risks, cyber risks, growth prospects
Community	No	Meets (of community / local authority), community visits and projects, partnership with local charities, volunteerism, seminars / Conferences, Community surveys and consultations, CSR Initiatives, Community Events	Ongoing	Community development, Self-sustainability, Livelihood support, Disaster relief
Regulatory and government bodies	No	Strategic representation and meetings with government agencies. Representation through trade bodies	Ongoing	Obtaining permissions / licenses / clarifications/ waivers /business development approvals/vendor and logistical support /recoveries as per group requirement

### Leadership Indicators

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

The Company regularly interacts with key stakeholders i.e. investors, customers, suppliers, employees, etc. Engagements with the relevant stakeholders by the Company are discussed with the Board on the varying topics of economic, environmental and social issues on a regular basis. Further, various aspects of the risk related to ESG are discussed in our risk management committee.

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

The Company believes in continuous improvement in its objective to achieve sustainability under the environment, social and governance aspects. The Company conducted a stakeholder surveys to identify material issues covering the aspects of environmental, social and governance. Based on the inputs, the Company identified key material topics as focus areas from ESG perspective to improves and revises the policies and activities to better address the key developments across the identified topic.

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

The Company promotes equal opportunities to the vulnerable / marginalised stakeholder groups. The Company conducts training and development camps for drivers, to promote awareness on road safety. The Company also facilitates health check-ups and supplies medical equipment to hospitals to provide health care support to marginalised communities. The Company also engages in infrastructure development for schools to upgrade the basic facilities to help enhance skill development for the vulnerable groups.

**Principle 5: Businesses should respect and promote human rights**

The Company is committed to respecting and promoting human rights across all aspects of its operations. The Company ensures that its policies and practices are aligned with international human rights standards by creating a work environment where every individual is treated with dignity and respect and by maintaining a zero-tolerance approach to any form of harassment or forced labour. By fostering a culture of respect and accountability, the Company not only upholds human rights within its own operations but also influences its entire value chain to adhere to these principles.

**SDG Linkages**



**Essential Indicators**

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	2,029	2,029	100%	1,902	1,902	100%
Other than permanent	0	0	100%	0	0	100%
<b>Total employees</b>	<b>2,029</b>	<b>2,029</b>	<b>100%</b>	<b>1,902</b>	<b>1,902</b>	<b>100%</b>
<b>Workers</b>						
Permanent	459	459	100%	448	448	100%
Other than permanent	2,634	2,634	100%	2,330	2,330	100%
<b>Total workers</b>	<b>3,093</b>	<b>3,093</b>	<b>100%</b>	<b>2,778</b>	<b>2,778</b>	<b>100%</b>

2. Details of minimum wages paid to employees and workers

Category	FY 2024-25					FY 2023-24				
	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>Employees</b>										
<b>Permanent</b>										
Male	1,663	0	0%	1,663	100%	1,581	0	0%	1,581	100%
Female	366	0	0%	366	100%	321	0	0%	321	100%
<b>Other than permanent</b>										
Male	0	0	-	0	-	0	0	-	0	-
Female	0	0	-	0	-	0	0	-	0	-
<b>Workers</b>										
<b>Permanent</b>										
Male	454	0	0%	454	100%	442	0	0%	442	100%
Female	5	0	0%	5	100%	6	0	0%	6	100%
<b>Other than permanent</b>										
Male	2,216	0	0%	2,216	100%	2,019	0	0%	2,019	100%
Female	418	0	0%	418	100%	311	0	0%	311	100%

**2. a. Details of remuneration/salary/wages**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD) Executive	1	41,310,369	0	-
Key managerial personnel*	1	41,310,369	2	8,698,501
Employees other than BoD and KMP	1,662	1,477,686	364	1,033,308
Workers	454	495,361	5	530,821

\*KMP under male category, includes MD also

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	14.01%	13%

**3. 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. Ethics Committee, Notified Factory Welfare officer & Safety officer are responsible for addressing human rights impacts and issues inside the Company to employees and to public.

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

Yes. Appropriate redressal committee review and address the grievances related to human rights issues.

**5. Number of complaints on the following made by employees and workers:**

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	2	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child labour	Nil	Nil	-	Nil	Nil	-
Forced labour/Involuntary labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights-related issues	Nil	Nil	-	Nil	Nil	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH )	2	Nil
Complaints on POSH as a % of female employees / workers	0.25	Nil
<b>Complaints on POSH upheld</b>	<b>2</b>	<b>Nil</b>

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

Various external & internal training sessions conducted for employee awareness periodically. Company has appointed representing senior and middle management employees as POSH committee with equal representation of Male and female to address and resolve issues related discrimination and harassment cases.

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

Company has appointed representing senior and middle management employees as POSH committee with equal representation of Male and female to address and resolve issues related discrimination and harassment cases.

**9. Assessments of the year**

	<b>% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)</b>
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.**

The Company has detailed procedure in identifying & assessing High risk, High impacts activities & concerns to work on mitigation plan and the same has been reviewed religiously and periodically.

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

No business processes have been modified due to Human Rights as there were no grievances in the reporting period.

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

No human rights due diligence has been conducted in the current reporting period.

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

Yes, the premise is accessible to differently abled visitors.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	-
Discrimination at Workplace	-
Child Labour	-
Forced Labour/Involuntary Labour	-
Wages	-
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.**

No assessment has been carried out.

**Principle 6: Businesses should respect and make efforts to protect and restore the environment**

The Company conducts its business as a manufacturer responsibly, ensuring compliance with legal requirements and internal standards worldwide. In the realm of environmental management, adhering to regulations is a fundamental concern. Legal developments are monitored and assessed, and measures are taken as needed at all sites to comply with local regulations.

**SDG Linkages**

**Essential Indicators**

FY 2024-25: The PPP conversion factor 20.66 is based on data published by International Monetary Fund for the year 2025 has been used across the entire principle 6 for the calculation intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) calculation.

FY 2023-24: The PPP conversion factor 22.88 is based on data published by World Bank for India for the year 2022 has been used across the entire principle 6 for the calculation intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) calculation.

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

Parameter	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A) MJ	83,301,613.20	55,169,924
Total fuel consumption (B) MJ	-	-
Energy consumption through other sources (C) MJ	-	-
Total energy consumed from renewable sources (A+B+C) MJ	83,301,613.20	55,169,924
<b>From non-renewable sources</b>		
Total electricity consumption (D)	29,624,191.20	48,402,713
Total fuel consumption (E)	16,309,382.40	18,845,692
Energy consumption through other sources (F)	-	-
Total energy consumption (D+E+F)	45,933,573.60	67,248,405
Total energy consumed (A+B+C+D+E+F)	129,235,186.80	122,418,329
Energy intensity per rupee of turnover KJ/INR (Total energy consumption/ turnover in rupees)	3.40	3.24
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	70.19	74.03
Energy intensity in terms of physical output Energy intensity– the relevant metric may be selected by the entity (GJ/MT)	2.43	2.26

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

No, independent assessment/ evaluation/assurance has been carried out.

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

Not applicable.

There are no sites/facilities that have been identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

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

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	16,883	18,765
(iii) Third-party water (municipal water supplies)	68,986	73,490
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>85,869</b>	<b>92,255</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>85,869</b>	<b>92,255</b>
Water intensity per rupee of turnover (Total water consumption/ Revenue from Operations)	22.6	24.4
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	466.4	558.9
Water intensity in terms of physical output	1.6	1.7
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

4. Provide the following details related to water discharged

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	All ZF CVCS plants are ZLD* and hence there is no water discharge.	
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

\*Zero Liquid Discharge

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

No, independent assessment/ evaluation/assurance has been carried out.

5. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.

Yes. The Company has installed wastewater treatment systems in three sites in which wastewater is generated and then it is taken into an Effluent Treatment Plant (ETP), for treatment and reuse. Rejected water that does not meet applicable reclaimed water standards after treatment is sent for evaporation. The Company also treats its Domestic wastewater (water used inside the Company’s office premises) which is reused for gardening and toilet flushing purposes. The Company also ensures that no untreated water is being let into ground and drain to ensure Zero Liquid Discharge (ZLD).

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	MT	0.74	0.812
SOx	MT	BDL	BDL
Particulate matter (PM)	MT	0.013	0.014
Persistent organic pollutants (POP)	MT	0	0
Volatile organic compounds (VOC)	MT	0	0
Hazardous air pollutants (HAP)	MT	0	0
Others – ozone-depleting substances (HCFC - 22 or R-22)	MT	0	0

\*Below Detection Limits

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

No, independent assessment/ evaluation/assurance has been carried out.

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:**

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 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> equivalent	1,763	1,817.32
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> equivalent	5,891.92	9,546.1#
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent/ crores Rupees	2.01	3
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjustment for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent/ INR crores	41.57	68.7
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent/ Ton of product	0.1	0.2

#There is significant reduction in the Scope 2 emissions for the current FY because of the organisations initiatives to utilise more renewable sources of energy.

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

No, independent assessment/ evaluation/assurance has been carried out.

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

- Decarbonization initiatives are rolled out across the sites to reduce 80% emissions by 2030 in scope 1&2.
- Fossil fuels are mapped across the operations activities and the road map are prepared to reduce the emission.
- To reduce the fossil fuel reduction, our Ambattur kitchen where the high-speed diesel is being used for canteen steam generation which is replaced with Electrical induction vessel wherein approx. 66000 Liters/annum diesel is eliminated in turn we avoided 151 tons of COe.
- Similarly, we have changed the Jamshedpur kitchen from LPG based cooking to Electrical induction vessel, wherein approx. 8.6 tons of LPG/annum is eliminated in turn we avoided approx.20.7 tons of COe/annum.
- During the FY 2024-25, We have prepared a roadmap to reduce GHG in the forthcoming years and increased the usage of renewable energy to reduce our emission intensity. In the current financial year the renewable energy consumption has increased from 40% to 74% there by reducing our Scope 2 emission.

- To promote renewable energy, we have installed onsite roof solar of 500KWp to support 25% of plant renewable energy at Jamshedpur site where the roof solar will generate approx.670 MWH/annum and reduce 484 tons of Co<sub>2</sub>e/annum.
- Roof solar with a capacity of 60KWP installed at Pant Nagar site to support 40% renewable energy of plant energy, where the roof solar will generate approx.88 MWH/annum and reduce 63 tons of Co<sub>2</sub>e/annum.

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

Parameter	FY 2024-25	FY 2023-24
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	70.1	198.87
E-waste (B)	6.9	0.233
Bio-medical waste (C)	0.041	0.0177
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	118.7	119.932
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	5,531.772	4,433.297
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>5,728</b>	<b>4,752</b>
Waste intensity per rupee of turnover (Total waste generated/ Revenue from Operations)	1.5	1.3
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	31	28.74
Waste intensity in terms of physical output	0.1	0.1
Waste intensity (optional) - the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	4,875.804	4,433.297
(ii) Re-used	513.865	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>5,389.669</b>	<b>4,433.297</b>
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	3.260	49.215
(ii) Landfilling	-	69.407
(iii) Other disposal operations	-	-
<b>Total</b>	<b>3.260</b>	<b>118.6</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.

No, independent assessment/ evaluation/assurance has been carried out

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

As part of zero waste to landfill & incineration, Ambattur plant signed a contract with waste recycler to reuse our hazardous waste to cement industry co-processing and we will extend the same to Mahindra city in the FY 2024-25. Further, the Company has adopted a strong waste management system that supports the operations of the Company to properly segregate waste at source.

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	No locations in operation near ecological sensitives areas		

**12. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (yes/no)	Relevant Web link
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 there under (Y/N). If not, provide details of all such non-compliances:**

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
None				

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

(ii) Name of the area: Chennai - Ambattur

(iii) Nature of operations: Machining and assembly of braking solutions for automotive industry

Water withdrawal by source (in kilolitres)	FY 2024-25	FY 2023-24
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	28,596	33,235
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	28,596	33,235
Total volume of water consumption (in kilolitres)	28,596	33,235
Water intensity per rupee of turnover (Water consumed / turnover)	7.52	8.78
Water intensity (optional) – the relevant metric may be selected by the entity	0.5	0.6

Water withdrawal by source (in kilolitres)	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others	-	-
No treatment	-	-
With treatment – please specify level of treatment	29,848	29,874
<b>Total water discharged (in kilolitres)</b>	<b>29,848</b>	<b>29,874</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.

No assessment by external agency is being carried out

**2. Please provide details of total Scope 3 emissions & their intensity:**

Parameter	Unit	FY 2024-25	FY 2023-24
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)	Metric tonnes of CO <sub>2</sub> equivalent	123,475	125,419
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e/INR crores	32.46	33.15
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO <sub>2</sub> e/Metric Tonnes	2.32	2.32

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 assessment by external agency has been carried out

**3. 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.**

Our Manufacturing and R&D Facilities does not falls under the ecologically sensitive areas, hence there is no impact assessment have been carried out

**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 the outcome of such initiatives:**

S. No	Type	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Renewable energy	Group captive solar power PPA signed	10 MU/annum of solar & wind long term contract signed for Chennai sites to increase Renewable energy 500KWP onsite roof solar installed at JSR site to support 25% RE60KWP onsite roof solar installed at Pantnagar site to support 40% RE	Increased in renewable energy to 71%
2.	Water recycles	Water recycled and used in process	Recycled process wastewater through RO treatment and treated water is now reused for domestic applications	Annual water savings of 1,560 KLD

S. No	Type	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3.	Zero waste to landfill	Hazardous waste disposed to alternate fuel purpose	Hazardous waste from process as disposed to 3rd party and reused in cement coprocessing process	100% of hazardous waste reused for cement coprocessing at Mahindra World City Plant - 40 tons
4.	Energy efficiency	Improve energy efficiency in HVAC	Implementation of Heat Pump for 10 washing machines instead of Electrical Heaters at Ambattur plant	Energy savings of 96K units / annum

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

Yes, the Company has Risk Assessment Process. The committee comprises of site leadership team with the process owner being the Regional Operations officer. The operating procedures involves identifying the existing processes, identify risk/ opportunities factor, analyse what are the potential effect for risk/ opportunities factor, evaluate severity, occurrence and risk number and then decide on the action to be taken and the frequency of review. Risks addressed include natural calamities, IT security risks, production related risks, supply chain related risks. The Company conducts an annual review of the complete risk assessment process in the entire operations activity.

**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.**

No significant impact have been identified in the current reporting period. Various measures like CO<sub>2</sub> reduction target, green electricity, Product Carbon Footprint calculation (PCF) are being implemented to prevent any adverse impact on the environment.

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

Not physically, The ESG impacts of value chain partners was covered as part of ESG assessment self-declaration

**Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

The Company publicly discloses its policy positions, advocacy activities, and the principles guiding its interactions with policymakers. This openness ensures that stakeholders are fully informed about the Company's efforts to influence public policy and the rationale behind its positions. The Company also adheres to stringent compliance protocols to ensure that all advocacy activities are conducted within the legal framework and ethical guidelines. Moreover, the Company is actively involved in several industry and trade associations, contributing significantly to these forums.

**SDG Linkages**



**Essential Indicators**

**1. a. Number of affiliations with trade and industry chambers/ associations.**

ZF CVCS is affiliated to the following 10 industry chambers and associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industries (CII)	National
2	Automotive Components Manufacturers Association (ACCA)	National
3	Society of Automobile Engineers (SAE)	International
4	Madras Management Association (MMA)	State
5	Madras Chamber of Commerce and Industry (MCCI)	State
6	Indo-German Chamber of Commerce	International
7	Indo-American Chamber of Commerce	International
8	Quality circle forum of India	National
9	National Institute of quality & reliability	National
10	Indian Foundation for Quality Management	National

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

Name of authority	Brief of the case	Corrective action taken
No case was filed by any stakeholder against ZF CVCS regarding unfair trade practices and anti-competitive behaviour during the financial year.		

**Leadership Indicators**

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/ No)	Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify)	Web-link, if available
1	ABS for Commercial Vehicles (2013)	Public event, Technology Demonstration at Test Track	No	NA	PressReader.com - Digital Newspaper & Magazine Subscriptions

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/ No)	Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify)	Web-link, if available
2	Electronic Stability Control (ESC) - 2017	Public event, Technology launch at Test Track	No	NA	WABCO INDIA Showcases Control Electronic Stability Control (globenewswire.com)
3	Intelligent Trailer Program ( ITP) - 2018 (to promote trailer ABS)	Public event, Technology launch at Test Track	No	NA	Intelligent trailer program: Wabco launches Intelligent Trailer Program in India, Auto News, ET Auto (indiatimes.com)
4	Advanced Driver Assistance Systems like Lane Departure Warning, Collision Mitigation system, Collision Avoidance System,etc.	Representing ZF Group in AISC (Automotive Industry Standards Committee), CMVR TSC (Central Motor Vehicle Rules Technical Standing Committee), TED (Transport Engineering Department) to share technical know-how for preparing various standards suitable for India	Yes	NA	NA
5	Technology Road Maps for India	Representing ZF Group at TSR Committee (Technical, Safety and Regulations committee) of Automotive Components Manufacturers Association (ACMA) to define and align technology roadmaps	Yes	NA	NA
6	Automotive Industry Standard	Representing ZF Group at AISC Panel On Advanced Emergency Braking Systems (AEBS) of The Automotive Research Association of India in laying down Automotive Industry Standard	yes	NA	ARAI's Automotive Industry Standard ( <a href="https://www.araiindia.com/downloads">https://www.araiindia.com/downloads</a> )

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**

The Company recognises the importance of economic and social progress that benefits all stakeholders, including employees, customers, suppliers, and the communities in which it operates. By fostering inclusive business practices and partnerships, the Company seeks to create opportunities for social economic advancement thereby contributing to a more equitable society.

**SDG Linkages****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
-	-	-	-	-	-

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

S No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

The Company undertakes various CSR activities that address the needs of the community in and around the factory premises. The Company reaches out to the communities, especially the vulnerable groups and addresses their grievances by implementing required CSR activities

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	40.99%	45.45%
Directly from within India	79.92%	82.71%

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**

	FY 2024-25	FY 2023-24
Rural	36%	42%
Semi-urban	Nil	Nil
Urban	9%	7%
Metropolitan	55%	51%

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

\*Note: The above data has not been reported in the previous year.

**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:

Sr. No.	State	Aspirational District	Amount spent (In INR)
-	-	-	-
-	-	-	-

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 follows a standardised procurement policy across all suppliers and vendors
- (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	Basis of calculating benefit share
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.

Name of authority	Brief of the Case	Corrective action taken
Not applicable as there were no adverse orders in intellectual property related disputes	-	-

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	Medical Equipment support for 4 UPHCs of Zone 7, Ambattur (Scan Machine - 3 nos, Auto Clave- 3 nos & Microscope- 1 no)	6,000	100%
2	Supply of 100 pairs of Classroom Tables and Bench to Government Inter College at Barabanki, Lucknow	300 STUDENTS	100%
3	Upgradation of Operation Theatre at Perambakkam PHC	1,000	100%
4	AMC for Solar based street lights, Solar based High mast light	More than 80,000	80%
5	Periodic maintenance of Toilets (Athipet School, Mahila Thana, Police line school & Jamshedpur school)	MORE THAN 1,000 PEOPLE PER MONTH	100%
6	KK Nagar O <sub>2</sub> Plant 2 <sup>nd</sup> Year AMC	More than 5,000	80%
7	Construction of Rural Road from Mappedu Road to Hussain Nagar - 1.5KM	2,000	80%
8	TSC equipments to STUs regional workshop (4 Locations)	150 Technicians and Students per year	80%
9	Braking system working model to Driver Training Institute of STUs (7 locations)	7,080 drivers & 2,400 technicians of MTC, APSRTC and TSRTC	100%

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
10	Installation of 4 nos. Solar Traffic Signal 4-way at Gamharia Main Road, Jamshedpur	More than 10,000 people per day	80%
11	Installation of Solar Traffic Signal 3-way 5 nos at Gamharia Main Road, Jamshedpur	More than 10,000 people per day	80%
12	Construction of Kitchen facility for mid-day meal at Govt. Middle School, Uperbera, Jamshedpur	300 Students	100%
13	Renovation of Football Ground & Stage at Uperbera Village, Jamshedpur	More than 1,500 villagers	80%
14	Tree plantation around football ground at Uperbera	More than 1,500 villagers	80%
15	Drinking Water Facility at Uperbera Village with overhead tank & Solar operated motor	More than 3,000 villagers	80%
16	Installation of Solar Power System at 7 PHCs at Chengalpet District	7000	85%
17	Supply of 200 Pairs of Class Room Study Table and Bench to Government Inter College at Barabanki, Lucknow	600 STUDENTS	100%
18	Installation of Solar Traffic Signal at Ambattur & Avadi area (5 Locations)	50,000	60%
19	Installation of Solar Street lights 50 nos (Double arm) at Ambattur & Avadi	6,000	75%
20	Installation of Solar High Mast lights 3 nos at Aambattur area	7,000	65%
21	Installation of Solar Street Lights (Single arm) 50 nos. Alinjivakkam to Poovalli kuppam village Streets	2,500	95%
22	Training to trainer/technicians/drivers at STUs & Transport Nagar	950 drivers & 680 technicians from private fleets and garages	80%
23	Physics, Chemistry and Computer lab set up at Govt. Polytechnic Harakh, Lucknow	More than 500 students per year	80%
24	Installation of 2 nos. Solar based Traffic signals and 1 no. High mast Light, Barabanki, Lucknow	More than 1 lakh citizens of Barabanki District	60%
25	X-Ray Machine for Perambakkam PHC	More than 5,000	100%
26	Road Safety working models 3 nos servicing (changing hoses and electrical connections etc)	More than 100	90%
27	Providing laptops to underprivileged students (10 Nos.) to support educational advancement	10	100%
28	Expenditure incurred on NAPS Trainees	500	80%

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner**

The Company's responsible corporate governance, compliance, and exceptional products and services have garnered recognition and trust from its customers. The goal is to uphold the Company's dedication and the high regard it has achieved going forward. The Company sees customers as essential partners or members of the marketplace team, crucial for the Company's growth and success.

**SDG Linkages**

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

We have a dedicated Key account team for each customer having regular interaction with the customers on day today activities on QCD and receives customer requirements /Feedback/ Complaints and work closely with them to support / solve the issues.

For new Product development & application projects, we will have a separate weekly call with the Product Development team of customer and publish the progress and Key actions on both the sides. A dedicated commercial excellence team is there to address the commercial settlement with the customer.

Apart from this, on yearly basis the Company conducts a customer satisfaction survey annually to capture both complaints and feedback. The responses are then grouped into attributes like Supplier relationship management, logistics, quality, innovation, competitiveness and programme projects to analyse the responses and score the performance. This analysis is then used for identifying the reasons for the deterioration of scores, if any, and to address the correct course of action.

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

	As a % to total turnover
Environmental and social parameters relevant to the product	0%
Safe and responsible usage	13%*
Recycling and/or safe disposal	0%

\*SBA and Air Processing (Air Drier, DDU, ASP) will have indication of safe usage due to loaded spring assembled inside which are mandatory in nature. We provide 100% of safety instruction on mandatory requirements.

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	-	-	Nil	-	-
Advertising	Nil	-	-	Nil	-	-
Cyber-security	Nil	-	-	Nil	-	-
Delivery of essential services	Nil	-	-	Nil	-	-
Restrictive trade practices	Nil	-	-	Nil	-	-
Unfair trade practices	Nil	-	-	Nil	-	-
Other	-	-	-	-	-	-

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

	Number	Reasons for Recall
Voluntary Recalls	0	N/A
Forced Recalls	0	N/A

**5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy.**

Yes, ZF CVCS has a global framework and policy on cyber security. This policy covers Corporate Security Incident & Emergency Management, Cyber Security Crisis Response Process, Crisis management, Information security management policy, etc.

Link to Policy:

[https://www.zf.com/master/media/en/corporate/m\\_zf\\_com/meta/eu\\_data\\_protection/zf\\_eu\\_notice\\_for\\_customers\\_and\\_business\\_partners\\_de.pdf](https://www.zf.com/master/media/en/corporate/m_zf_com/meta/eu_data_protection/zf_eu_notice_for_customers_and_business_partners_de.pdf)

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

Not applicable

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

a. Number of instances of data breaches	No data incidents and/or breaches were reported (as per WIG 20-0234 CRISIS and Incident management) to Corporate Security (GCSA) / IT Infrastructure and Operations (FIIC) / India IT BRM head (FIBK), since April 2024 till March 2025
b. Percentage of data breaches involving personally identifiable information of customers -	
c. Impact, if any, of the data breaches -	

**Leadership Indicators**

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

Details could be found as follows:

Website: <https://www.zf.com/products/en/cv/home/cv.html>

LinkedIn: <https://www.linkedin.com/showcase/cv-at-zf/>

Customer Helpline (AM): 1800 - 102 - 4770

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

The Company has maintained its position as a trusted partner in the value chain due to its focus on quality delivery of customer services as prime positioning. The Company conducts 40 road awareness training sessions each month on road safety across Authorised Service Centres, Wholesale Distributors, State Transport Undertaking offices, fleet operators, army workshop / office on the products and services.

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

The Company is involved in continuous communication with the customers to inform any risk of disruption of any essential services. Dedicated sales and customer support teams have consistent communication to keep the customers abreast of any issues in the supply chain. In critical situations like force majeure, a task force is typically formed to track, communicate, and monitor the situation until resolution.

**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) -**

As per regulations, The Company adheres displaying the mandatory legal information across its products. This is approved by the Customers during the development process. The Company also provides weblinks to its aftermarket products and parts finder. Online Product Catalog - Aftermarket: [https://aftermarket.zf.com/en/aftermarket-portal/services-and-support/catalog/#/Parts\\_Finder](https://aftermarket.zf.com/en/aftermarket-portal/services-and-support/catalog/#/Parts_Finder) (Retailers can place orders through Wholesale Distributors): [https://www.wabco-customercentre.com/catalog/en\\_IN?cclcl=en\\_IN](https://www.wabco-customercentre.com/catalog/en_IN?cclcl=en_IN)