

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

No.	Question	Response
1	Corporate Identity Number (CIN) of the Company	L34102DL1982PLC129877
2	Name of the Company	Eicher Motors Limited
3	Registered address	3rd Floor, Select Citywalk, A-3, District Centre, Saket, New Delhi-110 017
4	Website	www.eichermotors.com
5	E-mail id	investors@eichermotors.com
6	Financial Year reported	April 1, 2020- March 31, 2021
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Manufacture of motorcycles (Code 3091 of National Industrial Classification 2008, Government of India)
8	List three key products/services that the Company manufactures/provides (as in balance sheet):	Please refer EML IR 2020-21 -Manufacturing Excellence > Our Products
9	Total number of locations where business activity is undertaken by the Company:	Please refer EML IR 2020-21 – Manufacturing Excellence > Business Presence
	a) Number of International Locations (Provide details of major 5):	EML has subsidiaries in North America, Brazil, Thailand, United Kingdom and Canada and also a technology centre in Bruntingthorpe, United Kingdom. The Company has 42 exclusive stores across the UK, USA, Mexico, Colombia, Brazil, Argentina, France, Spain, Indonesia, Thailand, Philippines, Vietnam, Austria, Portugal, Australia, New Zealand and UAE.
	b) Number of National Locations	<ul style="list-style-type: none"> ◆ Registered office: New Delhi, India ◆ Corporate office: Gurugram, Haryana, India ◆ Manufacturing locations: Thiruvottiyur, Oragadam and Vallam Vadagal in Tamil Nadu, India. ◆ Technical centres at Chennai, India and Bruntingthorpe, United Kingdom
10	Markets served by the Company – Local/State/National/International:	Please refer EML IR 2020-21 – Manufacturing Excellence - Business Presence

SECTION B: FINANCIAL DETAILS OF THE COMPANY

No.	Question	Response
1	Paid up Capital (INR)	Rs. 27.33 Crores
2	Total Turnover (INR)	Rs. 8,619.04 Crores
3	Total profit after taxes (INR)	Rs. 1,329.70 Crores
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) -	EML spent INR 56.37 Crores on CSR activities during the FY 2020-21. This was 2% of the average net profits of the Company for the last three financial years.
5	List of activities in which expenditure in 4 above has been incurred:-	Refer EML IR 2020-21 - Communities Refer Annexure-3 of Directors Report

SECTION C: OTHER DETAILS

No.	Question	Response
1	Does the Company have any Subsidiary Company/ Companies?	Yes, as at March 31, 2021, the subsidiaries of the Company are: 1) Royal Enfield North America Ltd. 2) Royal Enfield (Thailand) Ltd. 3) Royal Enfield Brasil Comercio de Motorcicletas Ltda 4) Royal Enfield UK Ltd. 5) VE Commercial Vehicles Ltd. 6) Eicher Group Foundation Step-down subsidiaries: 7) Royal Enfield Canada Ltd. 8) VECV Lanka (Private) Ltd. 9) VECV South Africa (PTY) Ltd.
2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Eicher Group Foundation (a not-for-profit company registered under Section 8 of the Companies Act, 2013) has been incorporated by Eicher Motors Limited and its subsidiary-VE Commercial Vehicles Limited, with the purpose of implementing the Group's CSR policy. Other subsidiaries do not participate in BR initiatives of the Company
3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	Suppliers and distributors are independent businesses that are within the circle of influence of EML, but function as independent entities. EML's suppliers and distributors are not involved in our BR initiatives.

SECTION D: BR INFORMATION**1. Details of Director/Directors responsible for BR**

The Corporate Social Responsibility (CSR) committee is the BR head at EML. The composition of CSR Committee is mentioned below:

Name	Designation	DIN Number
Mr. S. Sandilya	Chairman, Non-Executive and Independent Director	00037542
Mr. Siddhartha Lal	Managing Director	00037645
Ms. Manvi Sinha	Non-Executive and Independent Director	07038675
Mr. Inder Mohan Singh	Non-Executive and Independent Director	07114750

2. Principle-wise (as per NVGs) BR Policy/policies

(a) Details of compliance (Reply in Y/N)

No.	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
3	Does the policy conform to any national/ international standards?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below

No.	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
6	Indicate the link for the policy to be viewed online?	P1: https://www.eicher.in/codes-and-policies P2: Published in the intranet and to all contractors P3: Published in the intranet P4: https://www.eicher.in/uploads/1623138899_eicher-corporate-social-responsibility-policy.pdf P5: Published in the intranet P6: Published in the intranet P7: http://www.eicher.in/codes-and-policies P8: http://www.eicher.in/codes-and-policies								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below

Note: Although EML does not have a board approved policy on customer engagement, systems and processes have been established for addressing issues pertaining to customer satisfaction.

All the policies are in line with the National requirements and also incorporate international leading practices as appropriate.

(b) If answer to the question at serial number 2 (a) against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles									
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task						Not Applicable			
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)	P9: At EML, customer satisfaction is of the utmost priority. Detailed systems and processes have been implemented by the Company for handling customer grievances and improving customer experience.								

3. Governance related to BR

No.	Question	Response
a)	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year:	The Managing Director, Whole-time Director & Chief Executive Officer - Royal Enfield, and the Senior Management of EML review the BR vision, strategy and performance of the company annually.
b)	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	EML has been publishing a BR Report annually since FY 2015-16. It has also begun publishing a GRI-based sustainability report since FY 2018-19. The reports can be viewed at: FY 2015-16 (BRR): https://www.eicher.in/uploads/1530166609_BRR_FY_2015-16.pdf FY 2016-17 (BRR): https://www.eicher.in/uploads/1530166609_BRR_FY_2016-17.pdf FY 2017-18 (BRR): https://www.eicher.in/uploads/1532953236_BRR_FY_2017-18.pdf FY 2018-19 (BRR): https://www.eicher.in/uploads/1571826257_BRR_FY_2018-19.pdf FY 2019-20 (BRR): https://www.eicher.in/uploads/1597210099_Business%20Responsibility%20Report%202019-20.pdf FY 2018-19 (Sustainability Report): http://www.eicher.in/uploads/1574830131_sustainability-report-2018-19.pdf FY 2019-20 (Sustainability Report): https://www.eicher.in/uploads/1594985621_EML_Sustainability_Report_2019-20_Opt.pdf

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle No.	Description	Response
Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability		
1.1	Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?	Please refer EML IR 2020-21 – Ethical Business Practices– Company’s policy related to anti-corruption
1.2	Did the company receive any complaint relating to ethics, bribery and corruption during the financial year under review?	Please refer EML IR 2020-21 – Ethical Business Practices During the year under review, a few cases of corruption were identified, and strict disciplinary actions were taken.
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle		
2.1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	All products Please refer EML IR 2020-21 - Customer Centricity
2.2	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):	Please refer EML IR 2020-21 - Materials – Case study on ‘Packaging Materials’ Energy and Emissions - Energy Intensity in manufacturing units, Emission Intensity, Water and Effluents - Water Intensity, Case study on ‘Vermicompost’
2.3	Does the company have procedures in place for sustainable sourcing (including transportation)?	Please refer EML IR 2020-21 - Sustainability in Procurement – Supplier Engagement, Minimising Impact, Supplier Assessment
2.4	Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?	Please refer EML IR 2020-21 - Sustainability in Procurement – Supplier engagement, Minimising Impact
2.5	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Please refer EML IR 2020-21 - Materials - Primary Materials used in products – percentage of recycled material used in products

Principle No.	Description	Response
Principle 3: Businesses should promote the wellbeing of all employees		
3.1	Please indicate the Total number of employees.	Please refer EML IR 2020-21 – Employment– Employee count by Category and age Diversity and Equal Opportunity – Gender Diversity and Age Diversity
3.2	Please indicate the Total number of employees hired on temporary/contractual/casual basis.	Please refer EML IR 2020-21 – Employment - Total count of NEEEM trainees
3.3	Please indicate the Number of permanent women employees.	271 Please refer EML IR 2020-21 – Diversity and Equal Opportunity – Gender Diversity - % of women in Staff / Executive category and Associate Engineer category
3.4	Please indicate the Number of permanent employees with disabilities	3
3.5	Do you have an employee association that is recognized by management?	Yes Please refer EML IR 2020-21 -Freedom of Association
3.6	What percentage of your permanent employees are members of this recognized employee association?	All permanent employees
3.7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	None Please refer EML IR 2020-21 -Human Rights
3.8	What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?	<ul style="list-style-type: none"> ♦ The Company encourages the employees to make use of the available resources to improve skills, both professional as well personal. In the FY 2020-21, 90% of the employees were provided with skill upgradation training which include technical, functional, managerial and leadership programs. ♦ Safety training programs including behaviour based safety and road safety awareness programs were also provided to 25% of our employees. In addition, all new recruits and workers are engaged with basic and mandatory safety training.
Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.		
4.1	Has the company mapped its internal and external stakeholders?	Yes
4.2	Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	Yes. Please refer EML IR 2020-21 – Communities– Community Development project, Project Empower, RE Academy for skills, Shikshak Pahel Program
4.3	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.	Please refer EML IR 2020-21 - Communities The CSR projects taken up by the Company are in accordance with the Guiding Principles as stated by the EML's CSR Policy. Principle 1: Local Area Development- Improving the lives of communities where we operate, popular travel destinations and other identified places Principle 2: Social Mission - Responsible Travel Principle 3: Road safety
Principle 5: Businesses should respect and promote human rights		
5.1	Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?	Please refer EML IR 2020-21 - Human Rights
5.2	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	During the financial year under review, the Company received two complaints of sexual harassment which were investigated and appropriately dealt with as per the statutory provisions

Principle No.	Description	Response
Principle 6: Business should respect, protect, and make efforts to restore the environment		
6.1	Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/ Suppliers/ Contractors/ NGOs/ others.	At present, the Company's environment policy does not cover Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs. However, we encourage all our stakeholders to implement robust environmental practices across their operations.
6.2	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc	Please refer EML IR 2020-21 – Greener Business Operations – EML's Approach Communities – The guiding principles of CSR projects
6.3	Does the company identify and assess potential environmental risks?	Yes
6.4	Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	No The Company implements various energy efficiency initiatives across operations. Same can be referred on EML IR 2020-21 – Greener Business Operations – Energy Management
6.5	Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	Please refer EML IR 2020-21 -SDG Alignment, Greener Business Operations, Energy and Emissions – Renewable energy project, Energy efficiency measures, Communities- Solar electrification in Ladakh
6.6	Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/ SPCB for the financial year being reported?	Please refer EML IR 2020-21 -Environmental Compliance
6.7	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	No instance of non-compliance Please refer EML IR 2020-21 - Environmental Compliance
Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner		
7.1	Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Yes. The names are: 1. Society of Automotive Fitness and Environment (SAFE) 2. Society of Indian Automobile Manufacturers (SIAM) 3. Confederation of Indian Industry (CII) 4. Bureau of Indian Standards (BIS) 5. Federation of Indian Chambers of Commerce and Industry (FICCI) 6. Employers' Federation of Southern India (EFSI)
7.2	Have you advocated/lobbied through above associations for the advancement or improvement of public good?	Engagement with various industry & trade associations happens on issues such as automotive policy, 'Make in India', climate change, technology changes and other industry standards.
Principle 8: Businesses should support inclusive growth and equitable development		
8.1	Does the company have specified programmes/initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.	Please refer EML IR 2020-21 - Communities
8.2	Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/ any other organization?	Eicher Group Foundation Please refer EML IR 2020-21 - Communities
8.3	Have you done any impact assessment of your initiative?	Yes EML IR 2020-21 – Communities – Shikshak Pehal Program
8.4	What is your company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken.	EML IR 2020-21 – Economic Performance – Economic value generated and distributed - Community Investments
8.5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	EML IR 2020-21 - Communities

Principle No.	Description	Response
Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner		
9.1	What percentage of customer complaints/ consumer cases are pending as on the end of the financial year?	EML focusses on delivering exceptional experiences for its customers through various customer centric initiatives such as Service Excellence Initiative, STORES Project, 3 in 1 Mobile Van and a wide variety of accessories for the riders. The Company also reached out to 10,000 customers through the Royal Enfield app in order to understand Customers' feedback related to sales and services. Customer complaints are monitored and resolved by the respective service / sales team in order to facilitate faster resolution. As at March 31, 2021, 1.2% of the total customer complaints received during the financial year 2020-21 are outstanding. The Company has 312 consumer cases pending as at the end of the financial year 2020-21.
9.2	Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)	Yes
9.3	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.	No
9.4	Did your company carry out any consumer survey/ consumer satisfaction trends?	Please refer EML IR 2020-21 – Stakeholder engagement & Customer Centricity – Rides, Rider Mania