

BUSINESS RESPONSIBILITY REPORT

Incorporated in 1982, Eicher Motors Limited (EML) is the flagship Company of Eicher Group. We operate in two distinct business verticals – Motorcycles and Commercial Vehicles. We produce the iconic Royal Enfield motorcycles and are global leaders in the mid-size (250cc-750cc) motorcycle segment. The motorcycles are manufactured in state-of-the-art facilities in Tamil Nadu and marketed with the support of an extensive network of dealers across India and across the world. Globally, EML has a presence in over 50 countries. We are committed to provide each and every customer with quality motorcycles and related accessories, as well as customer experience. In addition to motorcycles, we have a subsidiary VE Commercial Vehicles Limited, which is a joint venture with Sweden's AB Volvo, to manufacture trucks and buses.

EML has witnessed phenomenal growth in recent years. EML is listed on the BSE Limited (BSE) and National Stock Exchange of India Ltd. (NSE). While business excellence is a key objective, ensuring a positive impact on society and environment is a very important goal for EML. The Company has embedded various initiatives on sustainability across operations. We undertake initiatives to reduce the impacts of our operations on the environment, health and safety, and ensure the development of local communities. The disclosures contained in this Business Responsibility Report (BRR) illustrate the endeavour of EML in adopting responsible business practices and creating lasting value for our stakeholders.

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	3 rd 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, 2019- March 31, 2020
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 key products/services that the Company manufactures/provides	Please refer the Company's Sustainability Report 2019-20 (EML SR 2019-20)- About us (Page No. 8)
9.	Total number of locations where business activity is undertaken by the Company	Please refer EML SR 2019-20 - Our Spread Across the World (Page No. 14)
	a) Number of International Locations	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 centre at Chennai, India
10.	Markets served by the Company	Please refer EML SR 2019-20 - Our Spread Across the World (Page No. 14)

SECTION B: FINANCIAL DETAILS OF THE COMPANY

No.	Question	Response
1.	Paid up Capital (INR)	27.30 Crores
2.	Total Turnover (INR)	9,077.47 Crores
3.	Total profit after taxes (INR)	1,903.82 Crores
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	EML spent INR 55.39 Crores on CSR activities during the FY 2019-20. This was 2% of the average net profits of the Company for last three financial years.
5.	List of activities in which expenditure in 4 above has been incurred	Please refer EML SR 2019-20 - Community Engagement (Page No. 93) and Annexure-3 of the Directors' Report which forms part of this Annual Report.

SECTION C: OTHER DETAILS

No.	Question	Response
1	Does the Company have any subsidiary company/ companies?	Yes, as at March 31, 2020, 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?	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

Details of the Director/Director responsible for implementation of the BR policy/policies

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

Name of Member	Designation	DIN
Mr. S. Sandilya	Chairman, Non-Executive and Independent Director	00037542
Mr. Siddhartha Lal	Managing Director	00037645
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? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	As per Note below
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: http://www.eicher.in/codes-and-policies P2: Published in the intranet and to all contractors P3: Published in the intranet P4: http://www.eicher.in/uploads/1530165050_Eicher_Corporate_Social_Responsibility_Policy.pdf P5: Published in the intranet P6: Published in the intranet P7: www.eicher.in/codes-and-policies P8: 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 our 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:

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 annual BR Report 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 2018-19 (Sustainability Report): http://www.eicher.in/uploads/1574830131_sustainability-report-2018-19.pdf FY 2019-20 (Sustainability Report): https://www.eicher.in/sustainability-report

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 SR 2019-20 <ul style="list-style-type: none"> Doing Business Ethically – Company's policy related to anti-corruption (Page No. 39)
1.2	Did the company receive any complaint relating to ethics, bribery and corruption during the financial year under review?	Please refer EML SR 2019-20 <ul style="list-style-type: none"> Doing Business Ethically (Page No. 39) <p>During the year under review, a few cases of corruption were identified, and strict disciplinary actions were taken.</p>
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle		
2.1	Does the design of Company's products or services incorporate social or environmental concerns, risks and/or opportunities ?	Yes, design of all Company's products incorporate and consider such factors. Please refer EML SR 2019-20 – Customer Centricity – (Page No. 88)
2.2	For each such product, provide details in respect of resource used (energy, water, raw material etc.)	Please refer EML SR 2019-20 <ul style="list-style-type: none"> Materials – Case studies on introduction of laser welding in fabrication of fuel tanks and introduction of semi synthetic engine oil (Page No. 53) Energy and Emissions - Energy Intensity in manufacturing units (Page No. 55), Water and Effluents - Water Intensity in manufacturing units (Page No. 64)
2.3	Does the company have procedures in place for sustainable sourcing (including transportation)?	Please refer EML SR 2019-20 <ul style="list-style-type: none"> Sustainability in Procurement - Green Logistics, Supplier Assessment (Page Nos. 41 and 42)
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 SR 2019-20 <ul style="list-style-type: none"> Sustainability in Procurement - Local Supply (Page No. 41)
2.5	Does the company have a mechanism to recycle products and waste?	Please refer EML SR 2019-20 <ul style="list-style-type: none"> Materials - Primary Materials used in products – percentage of recycled material used in products (Page No. 51)
Principle 3: Businesses should promote the wellbeing of all employees		
3.1	Please indicate the Total number of employees.	Please refer EML SR 2019-20 <ul style="list-style-type: none"> Employment – Employee count by Category, gender and age (Page No. 75)
3.2	Please indicate the Total number of employees on temporary/contractual/casual basis.	Please refer EML SR 2019-20 <ul style="list-style-type: none"> Employment - Total count of RE and NEEM trainees (Page No. 75)

Principle No.	Description	Response
3.3	Please indicate the Number of permanent women employees.	Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ Employment - Total count of women employees in S & E and AE categories (Page No. 75)
3.4	Please indicate the Number of permanent employees with disabilities	There is one permanent employee with disabilities.
3.5	Do you have an employee association that is recognized by management?	Yes Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ Freedom of Association (Page no. 86)
3.6	What percentage of your permanent employees is members of this recognized employee association?	All permanent employees. Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ Freedom of Association (Page no. 86)
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.	Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ Human Rights (Page No. 86)
3.8	What percentage of your employees were given safety & skill upgradation training in the last year?	(i) 1,282 employees have received internal skill upgradation training, including some of them on more than one occasion, during the financial year under review which constitutes 64% of the total number of Associate Engineers earmarked for imparting training. (ii) 26,702 employees have received safety training, including some of them on more than one occasion and spent a total of 47,267 manhours on such trainings, during the financial year under review which constitutes 100% of the total number of employees earmarked by the Company for imparting safety training for that financial year.
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	Has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	Yes Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ Community engagement – Community Development project, Project Empower, RE Academy for skills, Shikshak Pahel Program (Page Nos. 98 to 108, 117)
4.3	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders?	Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ In addition to the reference provided under para 4.2 above, please also refer Stakeholder Engagement – Engagement channels (Page No. 26)

Principle No.	Description	Response
Principle 5: Businesses should respect and promote human rights		
5.1	How Company protects Human Rights?	Please refer EML SR 2019-20 ♦ Human Rights (Page No. 86)
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, Company received one complaint of sexual harassment which was investigated and appropriately dealt with as per the statutory provisions.
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?	Please refer EML SR 2019-20 ♦ Energy and Emissions – Management approach and Future Scope (Page Nos. 54, 61, 66)
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
6.5	Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.	Please refer EML SR 2019-20 ♦ Energy and Emissions – Renewable energy project, Energy efficiency measures, Miyawaki forest (Page Nos. 56, 60)
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 SR 2019-20 ♦ Environmental Compliance (Page No. 71)
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 SR 2019-20 ♦ Environmental Compliance (Page No. 71)
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:	Please refer EML SR 2019-20 ♦ Collaborations and Memberships (Page No. 17)
7.2	Have you advocated/lobbied through above associations for the advancement or improvement of public good?	Please refer EML SR 2019-20 ♦ Collaborations and Memberships (Page No. 17).

Principle No.	Description	Response
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 SR 2019-20 Community Engagement (Page No. 96, 97)
8.2	Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/ any other organization?	Please refer EML SR 2019-20 Community Engagement - Eicher Group Foundation (Page No. 96, 97)
8.3	Have you done any impact assessment of your initiative?	Yes
8.4	What is your company's direct contribution to community development projects?	Please refer EML SR 2019-20 Community Engagement (Page No. 93, 96, 97)
8.5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community?	Please refer EML SR 2019-20 Community Engagement - <ul style="list-style-type: none"> ♦ Community development project, Project Empower (Page No. 101, 102)
Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner		
9.1	Customer complaints	The Company has a formal and well-defined process in place for addressing customer grievances. Complaints filed by customer through social media or the central command centre are documented with the Dealer Management System (DMS). Dedicated teams analyse these complaints to provide timely resolutions. There is an escalation matrix built into the system to ensure any delays in resolution are notified to the senior management.
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.	No
9.4	Did your company carry out any consumer survey/ consumer satisfaction trends?	Please refer EML SR 2019-20 <ul style="list-style-type: none"> ♦ Stakeholder engagement (Table on Page No. 26) § Customer Centricity - Rides, Rider Mania (Page Nos. 88, 89, 92)