



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1. Corporate Identity Number (CIN) of the Listed Entity	L34102DL1982PLC129877
2. Name of the Listed Entity	EICHER MOTORS LIMITED
3. Year of incorporation	October 14, 1982
4. Registered office address	3rd Floor-Select City Walk A-3 District Centre, Saket, New Delhi – 110017
5. Corporate address	#96, Sector 32, Gurugram - 122 001, Haryana, India
6. E-mail	investors@eichermotors.com
7. Telephone	0124-4445070
8. Website	https://www.eicher.in/
9. Financial year for which reporting is being done	April 1, 2023 - March 31, 2024
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital	Rs. 27.38 Crores
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Anubhav Bajpai; investors@eichermotors.com; +91-124-4445070
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14. Name of assurance provider	BSI Group India Pvt. Ltd
15. Type of assurance obtained	Reasonable assurance on BRSR Core

II. PRODUCTS/SERVICES

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Automobile Company	Eicher is actively engaged in the manufacturing and sales of motorcycles, accessories, and associated products. The Company oversees a comprehensive spectrum of activities within the automotive industry. Additionally, Eicher is involved in the retail of related components and accessories, contributing to its comprehensive presence in the automotive sector	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Manufacture of motorcycles	3091	85.41%

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	3	3	6
International	5	7	12

Plants: The Company, in association with local partners, operates 5 Completely Knocked Down (CKD) assembly facilities that assemble our products for local markets in Argentina, Colombia, Thailand, Brazil and Nepal.

Offices: EML has subsidiaries in North America, Brazil, Thailand, United Kingdom, Canada and Netherlands and also a technology centre in Bruntingthorpe, United Kingdom.

The Company has 235 exclusive stores and over 850 multi-brand outlets (MBOs) across the UK, USA, Mexico, Colombia, Brazil, Argentina, France, Spain, Indonesia, Thailand, Philippines, Vietnam, Austria, Portugal, Australia, New Zealand and UAE.

19. Markets served by the entity

a. Number of locations

Locations	Number
National (No. of States)	All over India
International (No. of Countries)	65

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

The contribution of exports as percentage is 9.51% of the total turnover.

c. A brief on types of customers

Eicher Motors Limited serves a diverse range of customers, including individual consumers, commercial enterprises, and government agencies. Its flagship brand, Royal Enfield, primarily caters to motorcycle enthusiasts seeking premium, retro-inspired bikes. With its versatile product portfolio and commitment to quality, Eicher Motors Limited continues to attract a broad spectrum of customers across various sectors.

The brand appeals to a diverse clientele, each with distinct preferences and requirements:

- ♦ **Enthusiasts:** These customers are captivated by the motorcycles' classic, vintage styling and the distinctive thump of their engines. They value the rich heritage and timeless design that the brand embodies.
- ♦ **Adventure Seekers:** The brand's models are tailored for off-road adventures, featuring high ground clearance, rugged tyres, and sturdy chassis. This makes them ideal for those who enjoy exploring new and challenging terrains.
- ♦ **Commuters:** The motorcycles also serve as practical solutions for daily commuting. They offer comfortable seating, fuel efficiency, and excellent manoeuvrability in traffic, appealing to customers seeking reliable and efficient transportation.
- ♦ **Retro Lovers:** With the growing popularity of retro-style motorcycles, the brand has become a leader in this trend. Customers who appreciate vintage aesthetics are often drawn to the unique and nostalgic designs offered.
- ♦ **International Customers:** The brand's appeal extends beyond its home country to international markets such as the UK, US, and Australia. These customers are attracted to the brand's reputation for reliability and quality, reinforcing its global presence and appeal.



IV. EMPLOYEES

20. Details as at the end of the financial year:

a. Employees and Workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	5,245	4,913	94	332	6
2.	Other than Permanent (E)	11,305	9,863	87	1,442	13
3.	Total Employees (D+E)	16,550	14,776	89	1,774	11
WORKERS						
4.	Permanent (F)	4	4	100	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total Workers (F + G)	4	4	100	0	0

b. Differently abled Employees and Workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	3	3	100	-	-
2.	Other than Permanent (E)	1	-	-	1	100
3.	Total differently abled employees (D + E)	4	3	75	1	25
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.5%
Key Management Personnel	4	1	25%

22. Turnover rate for permanent employees and workers:

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6%	12%	6%	10%	19%	10%	10%	20%	10%
Permanent Workers	55%	NA	55%	88%	NA	88%	47%	NA	47%

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

23. a. Names of holding/subsidiary/associate companies/joint ventures

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Royal Enfield North America Ltd (RENA)	Subsidiary company	100%	No
2	Royal Enfield (Thailand) Ltd	Subsidiary company	99.99%*	No
3	Royal Enfield Brasil Comercio de Motocicletas Ltd	Subsidiary company	99.99%*	No
4	Royal Enfield Europe B.V.	Subsidiary company	100%	No
5	Royal Enfield UK Ltd	Subsidiary company	100%	No
6	VE Commercial Vehicles Ltd (VECV)	Subsidiary company	54.40%	No
7	Eicher Polaris Private Limited	Joint venture company	50%	No



S. No.	Name of the holding/subsidiary/ associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
8	Eicher Group Foundation	Subsidiary company	50%	Yes
9	Royal Enfield Canada Ltd.	Subsidiary company of RENA	100% subsidiary of RENA	No
10	VECV Lanka (Private) Ltd.	Subsidiary of VECV	100% subsidiary of VECV	No
11	VECV South Africa (PTY) Ltd.	Subsidiary of VECV	100% subsidiary of VECV	No
12	VE Electro-Mobility Limited	Subsidiary of VECV	100% subsidiary of VECV	No

*In order to comply with the statutory requirement of minimum number of shareholders, (a) 1 share in Royal Enfield Brasil Comércio de Motocicletas Ltda is held by Eicher Goodearth Private Limited as nominee of the Company; and (b) 2 shares in Royal Enfield (Thailand) Limited are held by 2 employees (1 share each) as nominee of the Company.

VI. CSR DETAILS

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

(ii) Turnover (in Rs. Crores): 16,078.16

(iii) Net worth (in Rs. Crores): 15,693.58

VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redressal policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes, anubhav@eichermotors.com	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes, investors@eichermotors.com	255	2	The two complaints are also replied/ resolved in April 2024	177	2	The two complaints got resolved in the first week of April 2023
Employees and Workers	Yes, https://eicher.in/content/dam/eicher-motors/investor/corporate-governance/codes-and-policies/Eicher%20Whistle%20Blower%20Policy.pdf						
Communities	Yes						
Customers	Yes, https://www.royalenfield.com/in/en/support/contact-us/						
Value Chain Partners	Yes, https://eicher.in/content/dam/eicher-motors/investor/corporate-governance/codes-and-policies/EML%20Supplier%20Code%20of%20Conduct.pdf						

The Company has established robust mechanisms for engagement with all its stakeholders. Code of conduct for our employees, customers, value chain partners and other stakeholders are set up and provide ample avenues for reporting and resolving grievances.

No grievances other than those that may occur in the normal course of business (e.g., clarifications on payment status by vendors, day-to-day queries from customers, etc.), were reported in the last two years



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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Product Footprint	Opportunity	Identified as an opportunity for the Company to explore initiatives aimed at reducing the environmental impact of the Company’s bikes across their entire lifecycle. This will enable the Company to distinguish itself among customers as an environmentally conscious company and compete effectively on a global scale.	NA	Positive
2	Energy and GHG Emissions	Risk	Identified as a potential risk for the Company, as there is a risk company’s technology becoming obsolete and company not meeting evolving consumer preferences.	The Company believes in transforming risks into opportunities and is actively pursuing this objective through the implementation of energy efficiency and emission reduction initiatives. This effort positions the Company to emerge as an industry leader in environmental stewardship, creating value for communities, stakeholders, and catalysing positive change in the broader economy.	Negative
3	Human Rights	Risk	Identified as a risk for the Company as potential violations of human rights regulations could lead to reputational and labour unrest risks. As a labour-intensive company, ensuring compliance with all human rights regulations is a high priority for the Company.	The Company acknowledges and respects human rights principles: fair remuneration, freedom of association, zero child/forced labour. We actively monitor complaints to prevent any potential violations of these rights. Additionally, we support collective bargaining to understand the perspectives of our workers and involve them in the decision-making process.	Negative
4	Corporate Governance	Opportunity	Identified as a risk for the Company, ethical business violations such as corruption and anti-competitive practices can result in reputational damage and financial penalties.	NA	Positive
5	Business Ethics	Risk	Identified as a risk for the Company, ethical business violations such as corruption and anti-competitive practices can result in reputational damage and financial penalties.	The Company focusses on business integrity to achieve business & sustainability goals. To mitigate associated risks, the Company has undertaken the following measures: 1. Code of conduct policy in place 2. Ensures continuous monitoring of violations and resolutions through the vigil mechanism	Negative



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Resource Efficiency and Circularity	Opportunity	Identified as opportunity for the Company to optimise resource utilisation in the manufacturing process and ensure their reuse and recycle wherever applicable. This will reduce waste and have a positive environmental and financial implication. This will further enhance company's reputation.	NA	Positive
7	Sustainable Value Chain	Risk	Identified as risk for the Company as unsustainable value chain can lead to production loss, compliance issues, financial loss and impact profitability.	The Company addresses raw material shortages by securing sustained supply through alternate vendors and inventory management. It mitigates rising input costs through cost reduction initiatives, accelerated value engineering, and strategic pricing adjustments.	Negative
8	Diversity, Inclusion and Equity	Opportunity	Identified as an opportunity for the Company to ensure a diverse workplace which leads to the development and innovation in the Company.	NA	Positive
9	Employee Wellbeing	Opportunity	Identified as an opportunity for the Company to become the preferred employer and an excellent workplace. This will enhance employee productivity, decrease employee turnover which will reduce the hiring cost and company will have a future-ready workforce.	NA	Positive
10	Water Management	Risk	Identified as risk for the Company due to high water usage in production, potential environmental impact arising from wastewater discharge, water scarcity issues, and regulatory compliance.	To mitigate the risk the Company ensures water stewardship through employing measures to optimal utilisation of the resources. Some of the measures are: 1. Rainwater harvesting 2. Sewage water treatment plant Due to these measures, company became 5x water positive in last four years.	Negative
11	Economic Performance	Opportunity	Identified as an opportunity for the Company to adopt a 3P approach (People, Planet, Profit) in its business model. This will help the Company to expand into new geographic markets and elevate its competitiveness in the industry.	NA	Positive



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
12	Community Engagement & Road Safety	Opportunity	Identified as an opportunity for the Company to engage with the community and contribute towards their development. Additionally implementing measures to reduce road traffic injuries and fatalities will help the Company augment its reputation.	NA	Positive
13	Waste Management	Risk	Identified as risk for the Company due to environmental impacts arising from improper disposal of waste. It can lead to pollution, regulatory fines, increased operational costs, and reputational damage. Effective waste management is crucial for compliance and cost control.	As a risk mitigation strategy, the Company manages waste in accordance with governmental regulations, utilising methods such as co-processing in cement kilns, biogas plants, and vermicomposting. Wastewater produced is treated in sewage treatment and effluent treatment plants and reused in irrigation and process replenishment. Additionally, the Company has notably decreased its use of paper and plastic.	Negative
14	Opportunities in Clean Tech	Opportunity	Identified as opportunity for the Company to broaden its horizon and by delving into new tech to reduce pollution and mitigate climate change.	NA	Positive
15	Talent Attraction and Retention	Opportunity	Identified as an opportunity for the Company to foster a positive workplace culture to retain talent and ensure operational continuity. This will help the Company in creating a workplace that is conducive for employee learning and growth in the long run which will further enhance company's productivity and reduce employee turnover.	NA	Positive
16	Regulatory Compliance	Risk	Identified as risk for the Company as non-compliance with regulatory requirements can lead to fines, penalties, and reputational damage.	As a risk management strategy, the Company implements rigorous policies and procedures to ensure strict adherence to regulations. Additionally, Company has established procedures to ensure compliance with forthcoming regulations at both national and global levels.	Negative

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
P2	Businesses should provide goods and services in a manner that is sustainable and safe.
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains.
P4	Businesses should respect the interests of and be responsive to all its stakeholders.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect and make efforts to protect and restore the environment.
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P8	Businesses should promote inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/ labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The organisation abides by all the applicable laws and standards for the above given principles. The Company has adopted the below certifications: <ul style="list-style-type: none"> ◆ ISO 9001:2015 ◆ ISO 14001:2015 ◆ ISO 45001:2018 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has identified and set goals and targets with defined timelines. Please refer to the ESG section of this report								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	The performance against the individual targets has been presented in the ESG section of this report								
Government 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 the "Letter to the shareholders" section and the "ESG" section								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The Corporate Social Responsibility (CSR) committee of the Board oversees the Business Responsibility and progress on our ESG ambitions. Read more in the CSR committee section of the corporate governance report in the Integrated Annual Report								
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.	Yes. The Corporate Social Responsibility (CSR) committee of the Board is responsible for sustainability-related issues. For further information, please refer to the Directors' Report (Pg No. 223) for details								



10. Details of review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half Yearly/Quarterly/ Any other-please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow-up action					Yes													At regular intervals as required
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Yes													At regular intervals as required

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

Yes, external assessment was carried out by DNV for the ISO 9001:2015, 14001:2015, 45001:2018

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

Not Applicable

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in a respective category covered by the awareness programmes
Board of Directors		EML is dedicated to conducting business in a way that upholds the greatest standards of morality and professionalism. The business developed a "Code of Conduct " (CoC)	100%
Key Managerial Personnel		that applies to the entire organisation and is based on the fundamental principles of ethics, accountability and transparency. It talks about topics including bribery, corruption, adhering to the Company's standards of corporate behaviour, and ensures that regulatory obligations are met.	100%
Employees other than BoD and KMPs			100%
Workers		Globally, all workers are required to abide by the code of conduct (CoC) and become familiar with it during the induction process. The organisation makes an endeavour that all the Employees periodically undergo training on topics including safety, codes of conduct, and human rights (such as POSH). For more details, kindly go through the Code of Conduct Policy, Human Rights Policy. Trainings conducted are on Codes of Conduct, Human Rights related aspects (such as POSH) and safety, among others.	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 agencies/judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine		Nil		
Settlement		Nil		
Compounding fee		Nil		

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

Note: Materiality threshold as specified in Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 has been applied for the purpose of this disclosure.

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

Not Applicable

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.

The code of conduct explicitly addresses anti-corruption and anti-bribery, mandating strict adherence to relevant laws across all aspects of business. It emphasises compliance with regulations that prohibit inappropriate payments. The Company is resolutely dedicated to preventing, deterring, and detecting any unethical business practices. This policy extends to all employees, contractor workers, and suppliers affiliated with the organisation.

<https://www.eicher.in/content/dam/eicher-motors/investor/corporate-governance/codes-and-policies/EML%20Code%20of%20Conduct.pdf>

<https://eicher.in/content/dam/eicher-motors/investor/corporate-governance/codes-and-policies/EML%20Supplier%20Code%20of%20Conduct.pdf>

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

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

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

	FY 2023-24		FY 2022-23	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA



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

Not Applicable

8. Number of days of accounts payables [(Accounts payable *365) / Cost of goods/services procured]:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	69	66

Note: Denominator does not include contract manpower services purchased.

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Motorcycle sales to dealers and distributors as % of total motorcycle sales	99.99%	99.99%
	b. Number of dealers and distributors to whom motorcycle sales are made (excluding related parties)	1,357	~ 1,206
	c. Motorcycle sales to top 10 dealers and distributors as % of total motorcycle sales to dealers and distributors (excluding related parties)	6.3%	7.7%
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	3%	3%
	b. Sales (Sales to related parties/Total Sales)	3%	5%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	70%	74%
	d. Investments (Investments in related parties/Total Investments made)	3%	2%

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	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
3	ESG, Human Rights, Health & Safety	We have covered these topics across 50 suppliers

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

Yes, the Code of Conduct for Directors and Senior Management mandates that all Senior Management members disclose potential conflicts of interest and adhere to relevant laws. Board members are required to submit interest disclosures under Section 184 of the Companies Act, 2013 annually and promptly update them when necessary. The Company maintains a Related Party List, as per the Companies Act, 2013 and SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, to monitor potential conflicts and related party transactions. Approval from the Board, Audit Committees, or Shareholders, as applicable, is ensured before proceeding with such transactions.

**PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe****ESSENTIAL INDICATORS**

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	148.98	81.44	Eicher is undertaking several projects to improve its environmental and social impacts. These include:
Capex	314.69	228.13	<ol style="list-style-type: none"> 1. Developed the robust Liquid-cooled 'K' engine platform having much better thermal efficiency, resulting in higher tolerances 2. Continuous refinement of engines and undertaking other efforts like exploring alternative fuels, continues our focus on improving fuel efficiency 3. R&D activities to make the motorcycle more fuel-efficient, sustainable and environmentally compliant adhering to global emission standards 4. Completed the Reusability, Recyclability and Recoverability (RRR) study, and all models in the 350cc and 650cc platforms are now certified as per the AIS 129 requirements.

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

Eicher has established a robust procedure for sustainable sourcing and procurement to fulfil production requirements while minimising adverse environmental impacts. The Company actively encourages local procurement and maintains associations with suppliers in proximity to its operational areas, particularly in Chennai. This approach not only supports Eicher's commitment to sustainability but also contributes to the development of a resilient local economy.

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

71% of direct raw materials and 73% of indirect materials including consumables, spares, tools are sourced sustainably from local suppliers and vendors in and around the areas of operations mostly based in Chennai.

- 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 is working to create a circular economy by using the 3R principle: Reduce, Reuse, and Recycle. This helps the Company use resources efficiently with less harm to the environment.

- ♦ The Company is striving to have zero waste in landfills and are using paperless methods in bidding to reduce the environmental impact
- ♦ Hazardous waste is treated or sent to authorised vendors, while non-hazardous waste is sorted and sold to authorised dealers. The Company follows guidelines to treat hazardous waste properly
- ♦ The Company turns STP sludge into vermicompost for landscaping. Eicher keeps track of generated waste for better management and reporting

- 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.**

The organisation is not presently implementing an Extended Producer Responsibility plan. However, it recognises the significance of such a plan and intends to explore its implementation in the coming years.



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 (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
30911	Classic 350 Stealth Black	39%	Cradle to Grave life cycle assessment	Yes	Yes, refer to the intellectual capital / management discussion and analysis sections of this integrated report.

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.

The disposal of products by the organisation is free from any environmental or social concerns. The Company takes proactive measures to ensure that all necessary steps are meticulously executed during the product disposal process.

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 2023-24	FY 2022-23
Recycled steel	4%	4%
Recycled aluminium	12%	12%

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:

Not Applicable

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

Not Applicable

PRINCIPLE 3

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

ESSENTIAL INDICATORS

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

Category	Total (A)	% of Employees covered											
		Health insurance		Accident insurance		Life insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	(B/A) %	No. (C)	(C/A) %	No. (D)	(D/A) %	No. (E)	(E/A) %	No. (F)	(F/A) %	No. (G)	(G/A) %
Permanent employees													
Male	4,913	4,913	100	4,913	100	4,913	100	-	-	4,913	100	4,913	100
Female	332	332	100	332	100	332	100	332	100	-	-	332	100
Total	5,245	5,245	100	5,245	100	5,245	100	332	100	4,913	100	5,245	100
Other than Permanent employees													
Male	9,863	9,863	100	9,863	100	9,863	100	-	-	-	-	-	-
Female	1,442	1,442	100	1,442	100	1,442	100	-	-	-	-	-	-
Total	11,305	11,305	100	11,305	100	11,305	100	-	-	-	-	-	-

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

Category	Total (A)	% of Workers covered										
		Health insurance		Accident insurance		Life insurance	Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	(B/A) %	No. (C)	(C/A) %		No. (D)	(D/A) %	No. (E)	(E/A) %	No. (F)	(F/A) %
Permanent workers												
Male	4	4	100	4	100		-	-	4	100	-	-
Female	-	-	-	-	-		-	-	-	-	-	-
Total	4	4	100	4	100		-	-	4	100	-	-
Other than Permanent workers												
Male	-	-	-	-	-		-	-	-	-	-	-
Female	-	-	-	-	-		-	-	-	-	-	-
Total	-	-	-	-	-		-	-	-	-	-	-

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.35%	0.34%

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100% of the eligible employees, as per the relevant Act	100% of the eligible workers, as per the relevant Act	Yes	100% of the eligible employees, as per the relevant Act	100% of the eligible workers, as per the relevant Act	Yes
Gratuity	100% of the eligible employees, as per the relevant Act	100% of the eligible workers, as per the relevant Act	Yes	100% of the eligible employees, as per the relevant Act	100% of the eligible workers, as per the relevant Act	Yes
ESI	100% of the eligible employees, as per the relevant Act	100% of the eligible workers, as per the relevant Act	Yes	100% of the eligible employees, as per the relevant Act	100% of the eligible workers, as per the relevant Act	Yes

3. Accessibility of workplaces

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

Yes, EML's premises are designed to be accessible to differently-abled workers and employees, aligning with the requirements of the Rights of Persons with Disabilities Act, 2016. The Company is dedicated to promoting human rights and strives to establish an inclusive and secure environment. The infrastructure includes facilities like specially constructed washrooms and ramps to enhance mobility for everyone. Additionally, signboards have been strategically placed throughout the premises to assist those with hearing impairments, and wheelchair facilities are readily available in occupational health centres across all major facilities.

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

Yes, EML is committed to fostering equal opportunities and advocating for equal rights. The Company maintains a strict anti-discrimination policy and adopts a comprehensive approach in offering employment opportunities, considering the nature of disabilities, both at plant and office locations.


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%	NA	NA
Total	100%	100%	100%	100%

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.

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	EML gives utmost importance to addressing needs and grievances of all its stakeholders. It has adopted various codes and policies to address and receive any form of complaints. The Company has a policy on human rights, code of conduct, POSH, vigil mechanism and whistle blower policy to put in line a steady mechanism and be able to address the issues under a stipulated amount of time.
Permanent Employees	
Other than Permanent Employees	
Other than Permanent Workers	

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

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	4,913	1,952	40%	4,712	1,982	42%
Female	332	78	23%	283	86	30%
Total Permanent Workers						
Male	4	4	100%	7	7	100%
Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	4,913	4,913	100%	2,961	60%	4,712	4,712	100%	2,367	50%
Female	332	332	100%	254	77%	283	283	100%	158	56%
Total	5,245	5,245	100%	3,215	61%	4,995	4,995	100%	2,525	51%
Workers										
Male	4	4	100%	-	-	7	7	100%	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	4	4	100%	-	-	7	7	100%	-	-

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No.(B)	(B/A) %	Total (A)	No.(B)	(B/A) %
Employees						
Male	4,913	2,961	60%	4,712	2,730	58%
Female	332	254	77%	283	197	70%
Total	5,245	3,215	61%	4,995	2,927	59%
Workers						
Male	4	4	100%	7	7	100%
Female	-	-	-	-	-	-
Total	4	4	100%	7	7	100%

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

As an integral component of its integrated management system, EML has deployed ISO 45001 certified safety management systems across its three manufacturing sites, spare parts departments, and headquarters. This comprehensive approach encompasses all employees and workers, ensuring compliance with occupational health and safety standards.

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

EML gives paramount importance to the health and safety of its employees. The Occupational Health and Safety Management system has been put into place that helps in identifying work-related hazards and risks on a regular basis. This system is adapted based on ISO 15001 that ensures safe working conditions. This covers all of EMLs manufacturing facilities including all the workers and employees within the premises of the organisation. EML also has an Integrated Management System (IMS) which incorporates suitable tools like Hazard Identification & Risk Assessment (HIRA) for effective safety management. EML has a central Safety Committee that reviews the safety standards quarterly and makes appropriate changes.

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

Yes, the Company has processes for workers to report work-related hazards and to remove themselves from such risks.

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

Yes. EML prioritises healthcare and any benefits offered in this regard are intentional support to meet the health needs of employees and their families. The following benefits are provided to full-time employees of the Company:

1. Life insurance,
2. Health care,
3. Disability support,
4. Annual health check-ups and health camps.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)**	Employees	0.03	-
	Workers	-	-
Total recordable work-related injuries	Employees	1	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

*Including in the contract workforce

**LTIFR calculation only considers recordable work-related injuries and hence does not include minor injuries



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

Failures to workplace health and safety can result in increased process costs, reduced availability of workers, Low employee morale, poor corporate image, or even threaten a company's profitability scenario. EML is committed to ensuring health & safety and elimination of risks in the workplace and with the aim to ensure 'Zero Harm' to people of employees, environment, and communities in which the Company operates. They firmly believe that all injuries and illnesses are preventable.

Impact on occupational health and safety protection at all our business decisions are one of non-negotiable aspects of our daily work. EML has implemented ISO 45001 certified safety management systems at all three manufacturing sites, spare parts departments and headquarters. EML covers all employees and workers under an occupational health and safety management system. Implemented Hazards Identification and Risk Assessment (HIRA) tools for effective security management.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	NA	-	-	NA
Health Safety	-	-	NA	-	-	NA

14. Assessment for the year:

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

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

No corrective actions were required since there were no safety-related incidents.

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, the organisation ensures that its employees and workers and their families are taken care of in case of any unfortunate situation. Some of the initiatives already in place are:

- a. **EMPLOYEES:** Yes, the permanent employees are provided with group term life insurance, deposit linked insurance scheme, and group personal accident benefit. This is also extended to part time employees where they are entitled to Group personal accident benefit.
- b. **WORKERS:** All the permanent workers working under EML are provided Accident benefits. Workers not on the role are provided workmen compensation and Group Personal Accident benefits.

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

As part of its routine process, in the current year, EML has conducted audits with some suppliers to ensure statutory dues are being deducted and deposited by the value chain partners.

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

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

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

Yes, EML does provide transition assistance to its employees to facilitate continued employability and the management of career endings resulting from retirement or termination of employment. In case of termination, employees are provided with severance packages on a case-to-case basis.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100% as part of the onboarding processes
Working conditions	100% as part of the onboarding processes

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.

No corrective actions were taken as no major risks concerns were identified.

PRINCIPLE 4 Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS

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

Stakeholders are individuals or groups that have the ability to influence and impact any organisation’s operations. We are aware that our activities are directly or indirectly influenced by a number of stakeholders such as customers, employees, investors, regulators, business partners, peers etc. Therefore, it is crucial to understand and address the needs and concerns of its stakeholders in a transparent and ethical manner in order to build long-term relationships. By prioritising stakeholder engagement, a company can ensure that it is aligned with the expectations of its stakeholders, which can help to mitigate risks and enhance its reputation in the marketplace.

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

Stakeholder engagement is an ongoing process and over the years, EML has established accessible channels for communication on topics related to various groups. The following table provides EML’s diverse stakeholder base and engagements:

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	<ul style="list-style-type: none"> ◆ Awareness training ◆ Performance appraisals ◆ Annual employee satisfaction survey ◆ Grievance redressal mechanism 	Continuous	<ul style="list-style-type: none"> ◆ Occupational health and safety ◆ Rewards and recognition ◆ Personal development and growth ◆ Empowering work environment



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
Consumers and dealers	No	<ul style="list-style-type: none"> ◆ Customer satisfaction survey ◆ Market surveys ◆ Market communications ◆ Dealer meets ◆ Rides and events ◆ Pulse surveys 	Continuous	<ul style="list-style-type: none"> ◆ Sales and marketing plan ◆ Product quality ◆ Incentives ◆ Enhancing customer experience
Suppliers	No	<ul style="list-style-type: none"> ◆ Supplier meets ◆ Training and awareness programmes ◆ Pre-onboarding Supplier assessments 	Continuous	<ul style="list-style-type: none"> ◆ Planning and execution of work orders ◆ Innovation and product development ◆ Sourcing plans ◆ Co-creation of new technologies
Investors/ Shareholders	No	<ul style="list-style-type: none"> ◆ Press releases and publications ◆ Investor meets ◆ Annual General Meeting ◆ One-on-one meeting ◆ Emails 	Continuous	<ul style="list-style-type: none"> ◆ ESG and financial performance ◆ Future approach and projects ◆ Updates on new launches ◆ Grievance redressal
Bankers	No	<ul style="list-style-type: none"> ◆ One-on-one meeting ◆ Press releases ◆ Emails and telephone calls 	Continuous	<ul style="list-style-type: none"> ◆ Business expansion and diversification ◆ Manufacturing efficiency ◆ Risk management ◆ Financial performance
Governments and Regulatory Authorities	No	<ul style="list-style-type: none"> ◆ Mandatory compliance reports ◆ Onsite inspections ◆ One-on-one meeting 	Continuous	Statutory compliance, including environmental and social compliance
Local Communities	No	<ul style="list-style-type: none"> ◆ Community outreach programmes ◆ Press releases and publications 	Continuous	<ul style="list-style-type: none"> ◆ Education ◆ Skill training ◆ Healthcare access ◆ Community development
Peers and Industry	No	<ul style="list-style-type: none"> ◆ Industry associations ◆ External conferences ◆ Press releases 	Continuous	<ul style="list-style-type: none"> ◆ Response to new regulations ◆ Compliance including environmental and social compliances ◆ Innovation and product development

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 organisation carried out a comprehensive exercise for materiality assessment during FY 2023-24. This exercise is carried out to identify the material topics that have a direct and indirect impact on the environmental, social and economic aspects. The process includes identification of internal and external stakeholders that would help align the identified material topics with the organisation's strategy and goals, and prioritise them based on their significance and relevance. The outcome of this exercise guides the organisation in developing its sustainability strategy and reporting on its performance.

Regular updates and reviews of the materiality assessment are being conducted annually to ensure relevance and alignment with the analysis of stakeholders' views, as well as the prevalent market, regulatory and environmental trends.

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 policies and activities of the entity.

At EML, we understand the consultations with the stakeholders are very important from the view of aligning its ESG strategies and goals. Thus, by leveraging stakeholder engagements, we plan to incorporate their view on the key material topics to help us in managing the identified risks and opportunities associated with them.

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

EML has taken initiatives for rural development, promoting education, technical skill development and providing healthcare services for the benefit of the community.

Through its interventions, EML has worked on establishing sanitary facilities, implementing groundwater recharging facilities by installing rooftop rainwater harvesting systems, solar street lights, RO drinking water units. The Company has been constantly working on identifying the concerns of the community and working on identified topics.

PRINCIPLE 5 Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	5,245	5,245	100	4,995	4,995	100%
Other than permanent	11,305	11,305	100	11,461	11,461	100%
Total Employees	16,550	16,550	100	16,456	16,456	100%
Workers						
Permanent	4	4	100%	7	7	100%
Other than permanent	-	-	-	-	-	-
Total Workers	4	4	100%	7	7	100%

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	4,913	-	-	4,913	100	4,712	-	-	4,712	100%
Female	332	-	-	332	100	283	-	-	283	100%
Other than Permanent										
Male	9,863	-	-	9,863	100	10,399	-	-	10,399	100%
Female	1,442	-	-	1,442	100	1,062	-	-	1,062	100%
Workers										
Permanent										
Male	4	-	-	4	100	7	-	-	7	100%
Female	0	-	-	0	100	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-



3. Details of remuneration/salary/wages:

a. Median remuneration/wages:

For details of the median remuneration/salaries, please refer to the Directors' Report for more details.

b. Gross wages paid to females as % of total wages paid by the entity

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	6%	6%

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

Yes. The Internal Complaints Committee, along with the POSH (Prevention of Sexual Harassment) and human resources departments, is in charge of dealing with any human rights concerns or problems that arise from the Company's actions.

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

EML is strongly against any human rights violations. The Company is dedicated to respecting global human rights standards and expects the same from its stakeholders and business partners. EML aligns its practices with international guidelines, like the UN Guiding Principles on Business and Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work.

To address concerns, EML has established straightforward policies, including a human rights policy, a whistleblower policy, and a POSH committee. These measures ensure that any human rights issues are handled appropriately. People can report problems without fear of retaliation. EML also conducts regular audits at its facilities to check for compliance with social and human rights standards.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	4	4	Nil	Nil	Nil	Nil
Discrimination at Workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other Human Rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	-
Complaints on POSH as a % of female employees/workers	0.23%	-
Complaints on POSH upheld	Investigation is in progress in all 4 complaints	-

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

We focus on making a respectful and dignified environment for everyone. Our POSH (Prevention of Sexual Harassment) policy provides guidelines to prevent misconduct, like discrimination and harassment. The POSH committee has set up a way to handle any complaints or concerns that are reported.

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

Yes, all our agreements and contracts incorporate statutory and regulatory laws, including clauses on human rights and safe working conditions. A Supplier Code of Conduct is enforced throughout the supply chain, requiring every supplier to comply with all applicable human rights laws and regulations and adhere to this Code. The Company upholds the principles of the United Nations Global Compact (UNGC), which encompass human rights clauses.

**10. Assessment for the year**

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

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

There were no significant risks/concerns arising from the human rights assessments.

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

There have been no process modifications introduced as a result of addressing human rights issues as there were no complaints or grievances identified.

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

EML is committed to respecting and upholding the human rights of all its stakeholders and work in accordance with applicable labour laws and regulations. EML has various policies and internal committees such as Human Rights policy, POSH committee that take care of human rights due diligence. These different committees assess the respective concerns and provide course corrections. Frequent internal audits are also conducted to ensure adherence to all the standards and protocols.

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. All our campuses have accessible workplaces and we build necessary infrastructure inside the corporate offices and the plants such as ramps, sideways and elevators that support differently abled employees and visitors as per Disabilities Act, 2016. Necessary sign-boards have been placed at every location to assist employees/workers with hearing aids. Wheelchairs are available in Occupational Health Centres in all major facilities.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	50%
Forced/involuntary labour	50%
Sexual harassment	50%
Discrimination at workplace	50%
Wages	50%

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

Currently, there are no significant risks or concerns identified during the assessment process and hence no corrective actions were undertaken.


PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment
ESSENTIAL INDICATORS
1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
From renewable sources			
Total electricity consumption (A)	GJ	1,23,858	74,707
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	1,23,858	74,707
From non-renewable sources			
Total electricity consumption (D)	GJ	2,21,257	2,13,847
Total fuel consumption (E)	GJ	2,16,750	1,87,739
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	4,38,007	4,01,586
Total energy consumed (A+B+C+D+E+F)	GJ	5,61,865	4,76,293
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	GJ / Rs. Crores	34.95	33.85
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP i.e. Revenue from operations in USD Lakhs)		28.93	33.85
Energy intensity in terms of physical output (per motorcycle)		0.61	0.57

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.

Core parameters are assured by BSI

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.

The Company does not have any sites/facilities 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 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Ground Water	6,511	7,061
(ii) Third Party Water	1,22,687	42,451
(iii) Seawater / desalinated water	-	-
(iv) Others - collected rainwater + condensate	32,651	34,366
(v) Others	39,041	83,738
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,00,890	1,67,616
Total volume of water consumption (in kilolitres)	1,91,734	1,65,392
Water intensity per rupee of turnover (Total Water consumption/Revenue from operations)	11.93	11.75
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumed/Revenue from operations adjusted for PPP i.e. Revenue from operations in USD Lakhs)	9.87	14.75
Water intensity in terms of physical output (per motorcycle)	0.21	0.18

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.

Core parameters are assured by BSI

**4. Provide the following details related to water discharged:**

Parameter	FY 2023-24	FY 2022-23
No water 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

Core parameters are assured by BSI

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

Yes, EML has incorporated a Zero Liquid Discharge system across all its facilities and corporate offices. The utilisation of advanced technology has helped to prevent wastewater from polluting the environment. The treated wastewater is entirely recycled or reused for various processes such as Irrigation, heating, cooling, ventilation and Reverse Osmosis (RO) membrane cleaning.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	MT	Below the norms of CPCB	Below the norms of CPCB
SOx	MT	Below the norms of CPCB	Below the norms of CPCB
Particulate matter (PM)	MT	Below the norms of CPCB	Below the norms of CPCB
Persistent organic pollutants (POP)	Parts per million by volume	Below the norms of CPCB	Below the norms of CPCB
Volatile organic compounds (VOC)	Parts per million by volume	Below the norms of CPCB	Below the norms of CPCB
Hazardous air pollutants (HAP)	Parts per million by volume	Below the norms of CPCB	Below the norms of CPCB

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

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	14,516	11,510
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	44,006	55,945
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		3.6	4.8
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP i.e. Revenue from operations in USD Lakhs)		3.0	4.5
Total Scope 1 and Scope 2 emission intensity in terms of physical output (per motorcycle)		0.06	0.08

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.

Core parameters are assured by BSI



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

Yes, the Company has undertaken the following projects to reduce the amount of greenhouse gas emissions at the factories and corporate offices:

- Development of solar energy capacities such as the 13MW group captive solar plant through which 1,97,37,222 kWh energy was generated during the financial year
- Usage of liquified natural gas (LNG) in the paint shops
- Replacing gas welding with laser welding in order to lower emissions from the welding process
- Planting and maintenance of 10,000+ trees across all units of the Company to function as a carbon sink

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	285	129
E-waste (B)	9	4
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	44	22
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	1,571	1,521
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	5,694	6,546
Total (A+B + C + D + E + F + G + H)	7,603	8,222
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.47	0.58
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP i.e. Revenue from operations in USD Lakhs)	0.39	0.73
Waste intensity in terms of physical output (per motorcycle)	0.01	0.01
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i) Recycled	386	639
ii) Re-used	-	-
iii) Other recovery operations	-	-
Total	386	639
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
i) Incineration	-	-
ii) Landfilling	-	343
iii) Other disposal operations	1,185	416
Total	1,185	759

Note: Non-hazardous waste has not been considered while reporting the waste diverted from/directed to disposal

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

Core parameters are assured by BSI

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

EML waste management systems are well defined to manage manufacturing and operational waste. The Company's approach towards Reduce, Reuse, and Recycle (3R) concept promotes the circular economy of its business and ensures reducing use of virgin material and lowering the environmental impact. The Company is making various efforts and initiatives towards Zero waste to landfill (ZLD) and promotes the ideas to its employees in reducing the waste generation across the facilities. EML's paperless working culture helps in reducing the carbon footprint of the Company.

In addition, EML is certified under ISO 14001:2015 and the scope covers its entire operations. As part of the environmental management system, the Company has a standard waste management process for both hazardous and non-hazardous waste which includes identification, segregation, collection, recycling and final disposal.



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:

No, EML does not operate in ecologically sensitive areas such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc. which require approvals/clearances.

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

The Company has not conducted any environmental impact assessments (EIA) of projects or industrial facility in FY 2023-24.

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

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

i) Name of the area

ii) Nature of operations

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

Not Applicable

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

No

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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

No

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable



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

Sr. No.	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Rooftop solar	75kWp rooftop solar installed at Headquarters	Saving conventional energy of 40639 kWh
2	Jlg density improvement	Jlg density improvement for capacity addition of Hunter in paint shop at Oragadam	Saving of 1,12,313 kWh
3	Sanding tool replacement	Replacement of Sanding tool connectors and hoses for performance optimisation	Resulted in saving of 99,875 kWh.
4	Variable Frequency Drive for scrubbers	Implementation of VFD for scrubbers & air blower at Plating lines at Tiruvottiyur	Resulted in saving of 64,963 kWh
5	Performance improvement in the air compressor	Improving air performance in the air compressor at HQ from 55kW compressor to 18kW compressor	Savings - 72,000 kWh

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

Yes, EML has a Risk Management Committee in place which formulates business continuity and disaster management plans. The committee works on creating a framework for identification of risks related to finance, operations, sectorial, sustainability and cyber security while taking appropriate measures for risk mitigation including systems and processes for internal control. It also monitors and oversees implementation of the risk management policy, including evaluating the adequacy of risk management systems.

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.

Currently, there are no significant adverse impacts to the environment caused by the Company arising from value chain activities.

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

All the value chain partners are addressed for the environmental impacts.

PRINCIPLE 7

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

ESSENTIAL INDICATORS

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

Eicher Motors has a total of 6 affiliations with trade and industry associations/chambers.

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Society of Automotive Fitness and Environment (SAFE)	National
2	Society of Indian Automobile Manufacturers (SIAM)	National
3	Confederation of Indian Industry (CII)	National
4	Bureau of Indian Standards (BIS)	National
5	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
6	Employers' Federation of Southern India (EFSI)	National

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

Not Applicable

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

Sr No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half Yearly/ Quarterly/Others – please specify)	Web Link, if available
Not Applicable					

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development**ESSENTIAL INDICATORS****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year**

In FY 2023-24, no Social Impact Assessment were undertaken. However, for the relevant CSR projects undertaken by the Company, impact assessment studies are undertaken on a continuous basis.

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

Not Applicable. Currently, EML is not associated with any ongoing projects on Rehabilitation and Resettlement.

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

EML actively helps the communities where it operates and is always striving to help them grow. Therefore, the Company conducts an assessment in the areas near its operations. It also has a system in place to receive and address community grievances adopting the following approaches.

- Forums to express concerns regarding grievances
- Collaborating with local communities plays a crucial role in addressing grievances
- It also adopts a direct approach, allowing those with grievances to directly reach out to the programme partner of the Company.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	~9%	~9%
Directly from within India	~71%	~67%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24
Rural	-
Semi-urban	~44%
Urban	~12%
Metropolitan	~44%

Note: Metropolitan includes offices outside India. Reported figure includes contract workforce and trainees as well



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 since no Social Impact Assessment were undertaken	Not Applicable

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

The Company believes in creating positive social impact in the community and uplift the lives of its beneficiaries by undertaking various CSR initiatives and projects. At present, Eicher is not operating its CSR projects under aspirational districts as all the CSR initiatives undertaken are in the localities close to operating locations but it is working on expanding its reach in the upcoming years.

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

The Company does not have a preferential procurement policy to purchase from suppliers comprising marginalised/vulnerable groups but it is directly working with various local suppliers and vendors for its supply.

(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:

Not Applicable

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

No complaints regarding intellectual property related disputes have been registered and hence no corrective action was taken.

6. Details of beneficiaries of CSR Projects:

The Company had a total of 13 Board-approved projects in FY 2023-24 (The Himalayan Hub, Green Pitstops, The Himalayan Knot, The Great Himalayan Exploration, Responsible Travel, Rural Sports, Health and Education, Marine Conservation, Behaviour Change Communication, Skill Development Centres, Helmets for India, Local Area Development, Group Programmes and Disaster Relief). Each of these projects featured multiple individual projects delivering specific outcomes. The Company worked with more than 135 partners.

Through the projects conducted in FY 2023-24, the Company's work on ground had more than 1.22 Lakh direct primary stakeholders. Additionally, the projects impacted a cumulative of 1.29 Crore indirect stakeholders.

Note: We do not use the term beneficiaries since it implies an unequal relationship. We use the term primary stakeholders to indicate beneficiaries.

**PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

EML engages with its customers through the Royal Enfield app to gather feedback on sales and services. The relevant sales or service team monitors and addresses customer complaints promptly for faster resolution. Customers have the option to register their complaints through various channels such as Email, Toll-Free Numbers, Consumer Forums, and Social Media. All concerns are documented in the CRM Platform, MSD, and tickets are generated and closed upon resolution.

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

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

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

EML focusses on delivering exceptional experiences for its customers through various customer-centric initiatives such as MiY. The Company also reached out to thousands of customers through the Royal Enfield app and various social media platforms, 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. Following are the % of customer complaints that are outstanding as of:

FY 2023-24: 0.03%

FY 2022-23: 1%

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

	Number	Reasons for recall
Voluntary recalls	-	Not Applicable
Forced recalls	-	Not Applicable

No instances of product recalls on account of safety occurred for FY 2023-24.

5. Does the entity have a framework/policy on cyber security and risks related to data privacy?

Yes. EML has implemented an Information Security Policy to mitigate risks related to cybersecurity and data privacy. This policy entails a set of protective measures that are consistently implemented throughout the entire value chain, fostering a secure environment for seamless business operations. It outlines the necessary controls to safeguard EML's information assets, facilitating access, utilisation, and disclosure of information in adherence to relevant standards, laws, and regulations.

<https://eicher.in/content/dam/eicher-motors/investor/corporate-governance/codes-and-policies/EML%20Information%20Security%20Policy.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 safety of products/services.

Not Applicable, no instances of issues relating to advertising, and delivery of essential services; cybersecurity resulting in data breach and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services noted during 2023-24.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches - 0
- Percentage of data breaches involving personally identifiable information of customers - Nil
- Impact, if any, of the data breaches - None



LEADERSHIP INDICATORS

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

For proper management of information on its products and services, the Company has various checks and balances in place to ensure best of standards. The details on the same can be accessed on

<https://www.royalenfield.com/in/en/motorcycles/>

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

For EML, safety and responsible usage is of utmost value and we encourage all the consumers to adhere to all the safety protocols. EML encourages responsible travel and has promoted initiatives such as helmets for India encouraging usage of safe riding gears for the riders.

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

EML discloses its discontinuation of products and services on its website and in the integrated report.

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.

Yes, adequate information is provided in the user manuals/website regarding the safe and appropriate use of our motorcycles.

5. 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)

Under the stakeholder engagement programme, EML has conducted various programmes such as customer satisfaction survey, market survey. With its customer-centricity initiative, EML has developed the Royal Enfield mobile app to make service operations smooth and enhance user experience.