



THE WORLD'S
FAVOURITE
INDIAN



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

BAJAJ AUTO LIMITED
2022-23

SECTION A

GENERAL DISCLOSURES

Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L65993PN2007PLC130076
2.	Name of the Listed Entity	Bajaj Auto Ltd.
3.	Year of incorporation	2007
4.	Registered office address	Mumbai-Pune Road, Akurdi, Pune – 411035, India
5.	Corporate address	Mumbai-Pune Road, Akurdi, Pune – 411035, India
6.	Email	esg@bajajauto.co.in
7.	Telephone	+91 20 66106300
8.	Website	www.bajajauto.com
9.	Financial year reported	FY 2022-23
10.	Name of the Stock Exchange(s) where shares are listed	1. BSE Ltd. (BSE) 2. National Stock Exchange of India Ltd. (NSE)
11.	Paid-up capital	₹ 282.96 crore
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Dinesh Thapar +91 20 66106300
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.

Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
1.	Manufacturing	Bajaj Auto is a manufacturer of two-wheelers, three-wheelers and quadricycles. The automotive segment includes all activities related to development, design, manufacture, assembly, and sale of two-wheelers/three-wheelers as well as sale of related parts and accessories.	100%

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

Sr. No.	Product/Service	NIC Code	Percentage of total Turnover contributed
1.	Manufacturer of motorcycles and three-wheelers (including parts thereof)*	3091	97%

*Includes Quadricycles

Operations

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

Location	Number of plants	Number of offices	Total
National	4	25	29
International	Nil	7	7

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	About 80 countries across the world

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

Response: 38.4%

c. A brief on types of customers

Response: Bajaj Auto manufactures and sells a wide variety of product portfolio ranging from commuter segment motorcycle to powerful sports bike and new generation electric scooters in the two-wheeler segment, passenger and cargo vehicles in the three-wheeler segment along with Qute, a first in the segment of quadricycles. With this, the Company caters to customer needs for all ages and genders across segments and demographics in both the domestic and global markets, making us a truly "The World's Favourite Indian". It is the largest three-wheeler producer in the world and largest exporter of two-wheelers and three-wheelers from India.

Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			Number (B)	% (B/A)	Number (C)	% (C/A)
Employees						
1	Permanent (D)	2,708	2,596	95.9%	112	4.1%
2	Other than Permanent (E)	355	288	81.1%	67	18.9%
3	Total employees (D + E)	3,063	2,884	94.1%	179	5.9%
Workers						
4	Permanent (F)	4,130	3,944	95.5%	186	4.5%
5	Other than Permanent (G)	1,183	1,009	85.3%	174	14.7%
6	Total workers (F + G)	5,313	4,953	93.2%	360	6.8%

b. Differently abled employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			Number (B)	% (B/A)	Number (C)	% (C/A)
Differently abled Employees						
1	Permanent (D)	1	1	100%		
2	Other than Permanent (E)	1	1	100%	Nil	Nil
3	Total employees (D + E)	2	2	100%		
Differently abled Workers						
4	Permanent (F)	11	11	100%		
5	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6	Total workers (F + G)	11	11	100%		

19. Participation/inclusion/representation of women:

Particulars	Total (A)	No. and percentage of Females	
		Number (B)	% (B/A)
Board of Directors	12	1	8.3%
Key Management Personnel	3	Nil	Nil

20. Turnover rate for permanent employees and workers:

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.6%	31.3%	14.3%	9.7%	21.5%	10.1%	10.6%	25.6%	11.0%
Permanent Workers	2.1%	16.9%	2.7%	0.6%	5.7%	0.8%	0.4%	2.5%	0.4%

*Note: The turnover rate presented above considers only voluntary separations. All exits due to dismissal, termination, retirement, and death in service are excluded.

Holding, Subsidiary and Associate Companies (including joint ventures)

21. (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	Percentage 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	Chetak Technology Ltd.	Subsidiary	100%	No
2	Bajaj Auto Consumer Finance Ltd. (BACFL)	Subsidiary	100%	No
3	Bajaj Auto International Holdings BV (BAIH BV)	Subsidiary	100%	No
4	Bajaj Auto (Thailand) Ltd.	Subsidiary	100%	No
5	Bajaj Auto Spain S.L.U.	Subsidiary	100%	No
6	Bajaj Do Brasil Comercio De Motocicletas Ltda	Subsidiary	100%	No
7	PT. Bajaj Auto Indonesia (PT BAI)	Subsidiary	99.25%	No

CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
(ii) Turnover: ₹ 37,609 crore
(iii) Net worth: ₹ 25,426 crore

Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide weblink for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of filed complaints during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Investors (Other than shareholders)	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes	14	Nil	Nil	12	Nil	Nil
Employees and workers	Yes	4	Nil	Nil	3	Nil	Nil
Customers	Yes	83,751	7,484	All pending complaints will be closed in FY24	78,395	402	All pending complaints are closed in FY23
Value Chain Partners	Yes	Nil	Nil	Nil	Nil	Nil	Nil

Grievance redressal mechanism in place: Yes

- Whistle Blower Policy: (www.bajajauto.com/-/media/bajajauto/Investors/code-policy/Whistle-Blower-Policy.ashx)
- Contact Information: (www.bajajauto.com/investors/investor-services)

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

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

At Bajaj Auto, we have conducted materiality assessment in 2022-23. Materiality assessment is a process that identifies and prioritizes environmental, social, and governance (ESG) issues that are most relevant to a Company's business operations and stakeholders. It involves evaluating the potential impacts and risks associated with these issues and determining their significance in terms of financial performance, reputation, and long-term sustainability. The assessment considers factors such as regulatory compliance, stakeholder expectations, industry norms, and emerging trends. It helps companies focus their ESG efforts on the most material issues, enabling better decision-making, risk management, and value creation. Ultimately, the goal is to enhance transparency, accountability, and sustainable practices within the organization, driving long-term business success and positive societal impact. The material topics identified are represented below:



Environment (E)

- Emissions
- Energy management
- Responsible supply chain and service providers
- Waste generation
- Water management



Social (S)

- Community engagement and development
- Customer satisfaction
- Employee (including workers) engagement and welfare
- Human rights
- Occupational health and safety



Governance (G)

- Business ethics
- Corporate governance
- Innovation
- Product quality
- Regulatory compliance

Below find the detailed rationale and approach to mitigate some of the material issues with high impact on business and stakeholders:

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)
Energy Management	Risk, Opportunity	Lack of optimising energy consumption would lead to related environmental impacts and increased production costs. Failure to adopt low-carbon technologies may expose the Company to potential legislative or taxation burdens. Initiatives around energy efficient practices will lead to reduced energy expenses.	<ol style="list-style-type: none"> 1. Establish business excellence team to identify opportunities of energy efficiencies. 2. Regular internal energy audits and energy cost reduction studies 3. Initiatives around renewable energy has been initiated. 	<ol style="list-style-type: none"> 1. Energy cost reduction 2. Saving on compliance penalties and high production costs.
Emissions	Risk	With various stakeholders focusing on the Company's net GHG emissions in Scope 1, 2 and 3 categories, failure to adopt appropriate countermeasure to reduce the carbon intensity of the product will impact brand reputation and stakeholder confidence.	<ol style="list-style-type: none"> 1. Conduct GHG accounting of relevant categories of Scope 3 emissions. 2. Prepare emission reduction initiatives for identified areas of higher emissions. 	Impact on Company's reputation and brand value.
Responsible Supply Chain and Service Providers	Opportunity	Integration of ESG practices in the value chain helps the Company in reducing its indirect environmental impact and promote good governance amongst suppliers and other value chain partners.	<ol style="list-style-type: none"> 1. Encourage our industrial suppliers to obtain ISO 14001/ISO 45001 certification, to demonstrate their commitment to conducting business in an ethical and sustainable manner. 2. Established and implemented a Supplier Code of Conduct to guide our suppliers as to how to engage in ethical, responsible, fair, transparent, and legal business practices in their operations. This is applicable to all domestic suppliers. 	With our initiatives to establish a responsible supply chain, we have an opportunity to have a strong and compliant supply chain system which ensures low risk on environmental and social parameters.
Waste Management	Risk, Opportunity	The increased focus of the government bodies, regulators, and investors in the corporate strategy to handle the waste generated across operations, has led to a critical correlation between waste generated by the Company and its brand reputation. Aligning our comprehensive waste management initiatives with the upcoming regulatory norms can help highlight Company's sustainability vision and pre-emptively abate the financial risks like fines and penalties.	<ol style="list-style-type: none"> 1. Working in compliance with India's Plastic Waste Management Rules, 2016 (subsequent amendments) and the Extended Producer Responsibility (EPR) guidelines. 2. Our waste collection plan is in line with the EPR plan submitted to Pollution Control Board (PCB). 3. Our initiatives focus on diverting waste generated from landfills. We use authorised waste management units for disposing waste paint generated for further recycling. 	Savings on compliance penalties and high production costs.

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)
Water Management	Risk, Opportunity	Water being a shared commodity between Company and surrounding community, it is a sensitive topic requiring proper management in order to prevent any regulatory as well as social conflicts. Moreover, due to climate change, erratic weather patterns pose a threat to continuous and appropriate supply of water for business operations.	<ol style="list-style-type: none"> 1. Initiatives are focused on net water positive through ground water recharge and rainwater harvesting 2. We use treated wastewater in washrooms. We also use water waste generated from operations (like Reverse Osmosis- RO) back in system, generally called as Water Recirculation System (WRS). 	Savings on compliance penalties and high production costs.
Occupational Health and Safety	Risk	Being a manufacturing company, it is imperative that we provide provide a safe environment and working conditions for our employees.	<ol style="list-style-type: none"> 1. The Company has implemented proactive measures like HIRA, safety observation tours, Job Safety Analysis (JSA), STOP cards, online work permission systems, Hazard and Operability study (HAZOP), Risk and Consequences Analysis, and Safety Audits. 2. Our team's initiatives focus on Occupational Health and Safety, through regular internal audits and certifications of plants to ISO 45001:2018 by M/s Bureau Veritas. Our teams comply with all applicable Health and Safety regulations. 	High number of accidents or fatalities can bring down the confidence of workers leading to workforce loss, ultimately leading to production loss.
Customer Satisfaction	Risk, Opportunity	Lack of customer focus will have a direct impact on business profitability. Transparent customer feedback will enhance brand value and reputation.	<ol style="list-style-type: none"> 1. We record customer feedbacks through various ways. We have activated multiple avenues to raise complaint and feedback for customer convenience like a dedicated call centre, customer satisfaction survey, customer care app, and our customer complaint portal, etc. 2. We have adapted TPM methodology at our dealership to ensure quality services at our dealer network. Consumer satisfaction is measured through our NPS process. Our marketing team conducts Focused Group Discussions to understand customer feedback. 	<ol style="list-style-type: none"> 1. Loss of market share due to failing in serving the customer needs and service. 2. Increased sales and potential revenue as a result of positive customer feedback.

In Section C, we have presented how we strategically approach these material issues through our performance against the principles (1 to 9).

SECTION B

MANAGEMENT & 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.

Disclosure Question	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, At Bajaj Auto we have policies which covers all principles and its core elements of NGBRC.								
b. Has the policy been approved by the Board? (Yes/No)	Yes, all our policies are approved by the Board.								
c. Web Link of the Policies, if available	https://www.bajajauto.com/investors/policies-codes								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes, At Bajaj Auto we have implemented policies in all our operations and activities of the organization.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, but restricted to all our Original Equipment suppliers.								
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	ISO 45001, ISO 14001								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<p>Operations:</p> <ul style="list-style-type: none"> To sustain 100% Water Positivity by rainwater harvesting and ground water recharge. To sustain Zero Liquid Discharge by recycling water. Maximise Renewable Energy use by 10% year on year through increase in Solar Energy generation. To reduce Scope 1 and Scope 2 emissions by 5% year on year (Starting from FY24). Minimise consumption of packaging plastic by 50% by 2030 (Starting from FY24). <p>Supply Chain Management: To ensure the integration of ESG throughout our supply chain, we are undertaking assessment on ESG criteria for 100% of our Non-Industry suppliers by 2024.</p>								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	<p>Operations: The Company has achieved its commitments, goals and targets set for the year.</p> <p>Supply Chain Management: Currently 78% of our Non-Industry suppliers are assessed under ESG criteria.</p>								

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)

Response: Our vision is to be “Distinctly Ahead” in creating the benchmarks for resource conservation, maximising use of renewable energy and pollution prevention, during the complete product realisation cycle. We prioritize minimizing the negative effects that our operations have on the environment through managing our resources in a sustainable way. Our company has also coordinated our sustainability efforts along the value chain, plant operations and product development.

At BAL, we ensure safety, wellbeing, and development of our human capital. We adhere to a strict code of ethics and standards and can realise our targets by working in collaboration with our stakeholders. As a result, Bajaj Auto’s focus has sharpened, and the calibre of our offerings has increased. For instance, the Company focuses on integration of sustainability into our operations and value chain by adhering to the principles of responsible business conduct.

We are aware of the implications of climate change on the environment and strive to reduce our carbon footprint by investing in innovative technologies. To accomplish this goal, we are also undertaking various measures such as monitoring our resource consumption and waste generation.

A major obstacle to the adoption of sustainable business practices is to encompass the entire value chain to comply with all environmental and social requirements by ensuring the incorporation of ESG parameters in the business. Nevertheless, Bajaj Auto will plan proactive measures in this area to lead to a meaningful solution.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Response: Mr. Pradeep Shrivastava, Executive Director, DIN: 07464437.

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.

Response: Mr. Pradeep Shrivastava, Executive Director, is responsible for decision making on sustainability related issues in BAL.

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.	At Bajaj Auto, all the policies are reviewed periodically or on a need basis by department heads, business heads, senior management personnel/respective committees and placed before the Board of Directors as and when required. In the assessment, the efficacy of these policies is also reviewed and necessary changes to policies and procedures are implemented.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Bajaj Auto is in compliance with all regulations, as applicable.																	

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

Response: Our processes and policies are reviewed and evaluated periodically by the respective internal departments and updated accordingly. Suggestions and recommendations by the Company management are incorporated into the policies prior to placing before the Board for approval. In the coming years, we intend to conduct an independent assessment of our policies.

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

Response: 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	Percentage of persons in respective category covered by the awareness programmes
Board of Directors		On an ongoing basis, Bajaj Auto carries out familiarisation programs for its Directors, as required under the SEBI Listing Regulations. Various programmes and presentations have been held for the Directors, including the Independent Directors throughout the year on an ongoing and continual basis aiming for familiarisation in the areas of our business model, nature of industry, business updates of its subsidiaries and other relevant information such as roles, rights, responsibilities of Independent Directors. There are also programs which focus on keeping the Key Personnel well informed on the matters relating to our governing norms, risk metrics, Code of Conduct, and Insider Trading Code and other related matters.	100%
Key Managerial Personnel			100%
Employees other than BoD and KMPs		Bajaj Auto ensures that employees and workers are provided with various awareness and learning interventions both online and offline on topics of code of conduct, wellness facilities and policies, safety, health and environment, human rights, etc.	100%
Workers			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					
Particulars	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine					
Settlement		Nil			NA
Compounding fee					
Non-monetary					
Particulars	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment					
Punishment		Nil			NA

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

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

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

Response: At Bajaj Auto, our Code of Conduct guides the integrity norms pertaining to bribes, favours from business associates, gifts from business associates etc. that deal with anti-corruption and anti-bribery. At Bajaj Auto, Integrity is about people doing the right thing – not looking for personal gain or to reward others by taking advantage of ambiguity or uncertainty. Adhering to the set norms prevent damage to the organization in financial or information terms or to the organization image in front of regulatory authorities or society at large.

Link to Bajaj Auto Code of Conduct: https://bajajauto.integritymatters.in/clients/67/show_code_of_ethics?locale=en

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

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

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

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

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

Response: No such instance for corruption and conflicts of interest.

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	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
116	17 topics were covered in 116 training programmes conducted in 2022-23, which covered all 9 principles of BRSR.	54.7%

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

Response: Bajaj Auto has zero tolerance towards unethical business practices and ensures adherence to relevant principles including in relation to conflict of interest. The Company has laid down a separate Code of Conduct ('CoC') for Directors and Senior Management which inter alia provides that "Directors and Senior Management shall observe the highest standards of ethical conduct and integrity and shall work to the best of their ability and judgement"; "Directors and senior managers shall not receive directly or indirectly any benefit from the Company's business associates, which is intended or can be perceived as being given to gain favour for dealing with the Company." The said CoC also requires them not to engage in any material business relationship or activity, which conflicts with their duties towards the Company. A declaration from the Directors and Senior Management about affirmation to the said CoC is obtained every year and an affirmation to that effect is signed by the MD and CEO, which is part of the Annual Report of the Company every year. It is thus communicated to all stakeholders by the MD, through the Annual Report. No instance of corruption and conflict of interest has been identified during the year under review.

Pursuant to regulation 26(5) of the SEBI Listing Regulations, disclosures from Senior Management to the Board relating to all material financial and commercial transactions, where they had or were deemed to have had personal interest that might have been in potential conflict with the interest of the Company have been made periodically. The Board notes and reviews the same. It is also duly reported in the Corporate Governance section of the Annual Report.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

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

Particulars	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D*	100%	100%	<ul style="list-style-type: none"> - For EV Development (Zero emission technology) - Expenses towards emission systems upgrade - Expenses towards specific technologies to improve the social impacts of products and processes and more
Capex#	25.4%	6.4%	<ul style="list-style-type: none"> - For EV related spends such as purchase of battery testing equipment, oscilloscopes, power supplies and other test - Measuring equipment for testing and validation of Electric Vehicles - Scanning Electron Microscope - Investments in Dies and Moulds - Prototyping machines for EV Components - Building roofs are insulated to reduce heat load and resultant reduction for artificial ventilation - Use to robotics arms in painting process to reduce paint wastage and fuel consumption

* A crucial aspect of Bajaj Auto's R&D expenditure is to reduce environmental and social impact. We also focus on developing new technologies to improve customer experience, product quality & safety. Hence, these expenditures are inseparable cost of the projects and thus separately identifying such expenditure is not feasible.

A large amount of investments in Electric Vehicle and other technologies to improve the environmental and social impacts of products and processes are done through a separate entity, Chetak Technology Limited [CTL] (a wholly owned subsidiary of Bajaj Auto Limited, the reporting entity). The percentages after including those investments are 32.7% and 6.4% for FY 2022-23 & FY 2021-22, respectively.

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

Response: Yes

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

Response: We have a well-defined methodology and practices and Supplier Code of Conduct (BAL SCoC) to engage with all our suppliers in an ethical, responsible, fair, transparent, legal, and sustainable way. 100% of our input materials and services are sourced from suppliers adhering to internal sustainability standards/codes/policies.

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:

Response: Bajaj Auto, being in automotive industry, doesn't have processes to recycle, reuse and dispose products at the end of its life.

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.

Response: Yes, we work in compliance with India's Plastic Waste Management Rules, 2016 (subsequent amendments) and the Extended Producer Responsibility (EPR) guidelines. Our waste collection plan is in line with the EPR plan submitted to Pollution Control Board (PCB).

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?

Response: Bajaj Auto has not conducted any Life Cycle Assessment on products in FY 2022-23.

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

Name of Product/Service	Description of the risk/concern	Action Taken
Two Wheelers & Three Wheelers	Environmental pollution and mankind harm	<ul style="list-style-type: none"> Implementation of IMDS which is followed globally by OEM industry. At Bajaj Auto, we adhere to Automotive Industry Standards and specifically follow 'guidelines on provision for End-of-life Vehicles' (AIS 129 guidelines). Every child part of a vehicle is categorized in Recyclable and Recoverable category according to ELV (End-of-Life Vehicles) directive. This system reduces the adverse impact of raw material processing on soil, water & energy. We follow SVHC (Substances of Very High Concern) banned substances according to REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) regulation. This was done according to European Regulatory & ELV (End-of-Life Vehicles) Regulation in each and every child part of a vehicle for all models, which lead to elimination of mankind harm and environmental pollution.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Aluminium	6.8%	7.0%

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	Percentage of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	2,596	2596	100%	2,596	100%	NA	NA	2,596	100%	2,596	100%
Female	112	112	100%	112	100%	112	100%	NA	NA	112	100%
Total	2,708	2708	100%	2,708	100%	112	4.1%	2,596	95.9%	2,708	100%
Other than permanent employees											
Male	288	288	100%	288	100%	NA	NA	288	100%	288	100%
Female	67	67	100%	67	100%	67	100%	NA	NA	67	100%
Total	355	355	100%	355	100%	67	18.9%	288	81.1%	355	100%

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

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	3,944	3,944	100%	3,944	100%	NA	NA	3,944	100%	3,944	100%
Female	186	186	100%	186	100%	186	100%	NA	NA	186	100%
Total	4,130	4,130	100%	4,130	100%	186	4.5%	3,944	95.5%	4,130	100%
Other than permanent workers											
Male	1,009	1,009	100%	1,009	100%	NA	NA	1,009	100%	1,009	100%
Female	174	174	100%	174	100%	174	100%	NA	NA	174	100%
Total	1,183	1,183	100%	1,183	100%	174	14.7%	1,009	85.3%	1,183	100%

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

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

Response: Yes, our corporate office is accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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.

Response: The Company has adopted an Equal Opportunity Policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and the rules framed thereunder. The Equal Employment Opportunity policy is available on our website. The link is as follows <https://www.bajajauto.com/corporate/key-policies>

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	Nil	Nil	Nil	Nil
Female	100%	100%	100%	76.5%
Total	100%	100%	100%	76.5%

Note: Paternity policy has been launched in FY22-23. No relevant cases for males under "Return to work rate" and "Retention rate" category in current reporting period.

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, there is a grievance committee in all BAL plants where the workmen are represented by members of their recognised unions. The representatives of the committee are nominated by management. The grievance committee is chaired by the plant head in each plant. The committee meets once a month. In that meeting, all types of grievances of workmen are discussed and resolved. Workers can contact through email, or through 'Integrity Matters' website, an independent third party organisation or by contacting the HR representative for respective business unit.
Other than Permanent Workers	Yes, in plants, the Personnel manager is nominated as grievance redressal officer for grievances related with contract labour or other type of employees. Contractors, supervisors, and individual contract labour can contact personnel manager for redressal of their grievances. A grievance register is maintained for monitoring how many grievances are received and settled. Workers can contact through email, or through 'Integrity Matters' website, an independent third party organisation or by contacting the HR representative for respective business unit.
Permanent Employees Other than Permanent Employees	Yes, Employees can contact through email, or through 'Integrity Matters' website, an independent third party organisation or by contacting the HR representative for respective business unit. Link - https://bajajauto.integritymatters.in/cases/case_instructions?locale=en

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

Category	FY 2022-23			FY 2021-22		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	2,596	Nil	Nil	2,644	Nil	Nil
Female	112	Nil	Nil	103	Nil	Nil
Total Permanent Workers						
Male	3,944	2,990	75.8%	4,382	3,461	79.0%
Female	186	53	28.5%	189	59	31.2%

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	2,884	2,491	86%	2,884	100%	2,951	116	4%	2,951	100%
Female	179	177	98%	179	100%	160	18	11%	160	100%
Total	3,063	2,668	87%	3,063	100%	3,111	134	4%	3,111	100%
Workers										
Male	4,953	3,841	77%	4,953	100%	5,135	4,830	94%	5,135	100%
Female	360	319	88%	360	100%	333	333	100%	333	100%
Total	5,313	4,160	78%	5,313	100%	5,468	5,163	94%	5,468	100%

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	2,884	2,884	100%	2,951	2,951	100%
Female	179	179	100%	160	160	100%
Total	3,063	3,063	100%	3,111	3,111	100%
Workers						
Male	4,953	4,953	100%	5,135	5,135	100%
Female	360	360	100%	333	333	100%
Total	5,313	5,313	100%	5,468	5,468	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 system?

Response: Yes, we have implemented Occupational Health and Safety Management Systems in all plants. Bajaj Auto is committed to provide a safe and healthy workplace by minimizing the risk of accidents, injury and exposure to health risks and it complies with applicable laws and regulations with respect to safety at workplace. All the plants are certified for ISO 45001:2018 by

M/s Bureau Veritas. All applicable Health and Safety regulations are being complied. We have intensified our safety regulations beyond what the legislative norms prescribe. The system includes all individuals who are directly or indirectly employed by, working on behalf of, or engaged with Bajaj Auto, including employees (staff, permanent, contractual & trainees) and visitors. We regularly hold awareness sessions on topics related to health and safety for our employees as well as send out alerts and communications on a regular basis.

Please refer to our Safety, Health and Environmental (SHE) policy for more details: <https://www.bajajauto.com/corporate/key-policies>.

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

Response: For both routine and non-routine activity, we have established a standard approach for conducting Hazard Identification & Risk Assessment (HIRA). In addition to HIRA, proactive measures are put into place, such as safety observation tours (SOTs) conducted by cross functional team (CFT), Job Safety Analysis (JSA), STOP cards, online work permission systems, Hazard and Operability study (HAZOP), Risk and Consequences Analysis, and Safety Audits.

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

Response: Yes.

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

Response: Yes.

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

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

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

Response: The Safety Management System at Bajaj Auto is created using both proactive and reactive methods, to ensure a safe and healthy workplace.

- Risk Assessment is conducted via Hazard and Operability Study (HAZOP), Job Safety Analysis, Hazard Identification and Risk Assessment (HIRA), etc.
- Safety Audits are conducted by government authorized external agencies.
- Safety management visuals are placed at shop floor for creating awareness.
- Change management system is put in place to evaluate the safety of any new installations, modifications, alterations, etc.
- Real time monitoring of fire detection system using digital platforms.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	21	Nil	Nil	2	Nil	Nil
Health and Safety	14	Nil	Nil	4	Nil	Nil

14. Assessments for the year:

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

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 and safety practices and working conditions.

Response: At Bajaj Auto, hazards and risks are identified through various auditing and inspection process. Corrective actions are implemented to mitigate significant Health and Safety hazards according to the hierarchy of controls. Some examples of the recent corrective actions implemented includes installation of earth discharge plate at entrance of petrol storage yard 4Wh to ensure zero static charge inside fenced premises during employee entry. We have also installed light curtain in goods lift in Spare Parts Division (SPD), along with vertical lifelines on chimneys. By means of our Risk and Opportunity register, we routinely monitor and follow up on the significant risks as per ISO 45001:2018. For more details, also refer Answer 12, Essential Indicators of Principle 3.

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)

Response:

(a) Employees - Yes

(b) Workers - Yes

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

Response: Bajaj Auto, through its practices, business agreements and dealings promotes payment of statutory dues and statutory compliances 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:

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

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

Response: Yes

5. Details on assessment of value chain partners:

Particulars	Percentage of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	68.7%
Working Conditions	

Note: Industry sources are not assessed by Bajaj Auto Limited. Industry sources are national and multinational companies, who supply components across the automotive industries.

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:

Response: At Bajaj Auto, any non-compliance or areas of improvement found during assessments of health and safety practices and working conditions of value chain partners are closed appropriately. We are focused on legal and safety compliances of our vendors. To ensure optimal working conditions, we have created an enhanced system for monitoring, documentation, and compliance in our vendor portal. Our system generates alerts to highlight vendors' submission of accidents. We also encourage suppliers to conduct self-assessment of Health & Safety Systems and processes implemented at their respective locations.

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.

Response: Key stakeholders are individuals, organizations, parties, or entities that influence our business, add value, or are critical elements of the value chain. Vendors, customers, dealers, employees, community, and shareholders are some of our major stakeholders.

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

Stakeholder group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of Engagement (Annually/ Half yearly/ Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Showrooms, Workshops, Website Dealer Management system, Outbound call, Advertisements and Customer Meets	Ongoing basis	<ol style="list-style-type: none"> 1. Responsible manufacturing 2. Addressing customer queries and grievances 3. Feedback on products and services
Vendors	No	Vendor Portal, Emails / Telephone, Interactions, Bajaj Auto Vendor Association (BAVA) EC/MC meeting, Bajaj Auto Vendor Association Sub clusters/Sub-committees, Kaizen competition and cluster conventions	Ongoing Basis	<ol style="list-style-type: none"> 1. Supply chain 2. Quality 3. Development 4. SHE compliance 5. TPM & improvements
Employees and Workers	No	Intranet, Email, SMS, Virtual Calls, In-person meetings, internal events, notice boards	Ongoing Basis	<ol style="list-style-type: none"> 1. Relevant business communication, 2. Career, learning & growth, 3. HR policies and practices
Shareholders and Investors	No	Email, SMS, Newspaper, Advertisement, Stock Exchange, Website, Survey, Virtual and Physical Meetings, Conferences, etc.	Ongoing basis	<ol style="list-style-type: none"> 1. Financial results 2. Business outlook 3. Key risks 4. Transfer of equity shares 5. TDS on dividend 6. Non-receipt of dividend
Dealers and Distributors	No	Dealer Meets, Emails, Marketing communications, D&T App	Ongoing basis	<ol style="list-style-type: none"> 1. Sales and Marketing plan 2. New product strategy and inventory building 3. Enhancing customer experience
Regulatory Bodies	No	Conferences, external forums, and public platforms	Ongoing Basis	<ol style="list-style-type: none"> 1. Compliance with national and local regulations 2. Permissions/ approvals on various regulatory requirements
Government	No	Policy-making discussions and briefings, meetings with government agencies, representation through trade bodies	Ongoing Basis	<ol style="list-style-type: none"> 1. Discussion and inputs on regulations 2. Business ethics

Stakeholder group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of Engagement (Annually/ Half yearly/ Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Talent market - Campuses/ Institutes, candidates	No	Email, SMS, virtual calls, In-person meetings, websites, social media, communication through recruitment partners	Ongoing basis	<ol style="list-style-type: none"> 1. Communication on employee value proposition 2. In engineering and management B-Schools, we launch case competitions, live projects, and summer internship programs to engage with the students and provide support and training to help them develop professionally
Community	Yes	Physical visits, virtual meets	Weekly/ Quarterly/ Half yearly	<p>The purpose of visit is to check the following:</p> <ol style="list-style-type: none"> 1. Build rapport with community 2. Assess impact of the project 3. Rapport with the implementing agency 4. Behaviour change 5. Community institution assessment
Implementation Agency	No	Email, Phone calls, SMS, in-person and virtual meetings, Office visits	Weekly and Monthly	<ol style="list-style-type: none"> 1. Technical assessment 2. Financial assessment 3. Concerns regarding the project 4. Checking if planned outcomes are visible. 5. Rapport with the community

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.

Response: At Bajaj Auto we carry out frequent interactions with our varied group of stakeholders. Individual functional team at BAL periodically interacts with our diverse stakeholders and the functional heads communicate their concerns and feedback on economic, environmental, and social topics to the Board members. Through the means of Business Review and Risk Management meetings, the Board gets updates on the responses as well as issues of our stakeholder groups. Based on these consultations we construct plans to mitigate and manage the risks. Our Company has also established a Stakeholder Relationship Committee, through which we enforce ongoing, proactive engagement and ensure that the Board is well-informed of new developments and stakeholder comments.

PRINCIPLE 5 Businesses should respect and promote human rights.

Essential Indicators:

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of Employees/ Workers covered (B)	% (B/A)	Total (C)	No. of Employees/ Workers covered (D)	% (D/C)
Employees						
Permanent	2,708	2,708	100 %	2,747	2,747	100 %
Other than Permanent	355	355	100 %	364	364	100 %
Total	3,063	3,063	100 %	3,111	3,111	100 %
Workers						
Permanent	4,130	4,130	100 %	4,571	4,571	100 %
Other than Permanent	1,183	1,183	100 %	897	897	100 %
Total	5,313	5,313	100 %	5,468	5,468	100 %

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent										
Male	2,596	Nil	Nil	2,596	100%	2,644	Nil	Nil	2,644	100%
Female	112	Nil	Nil	112	100%	103	Nil	Nil	103	100%
Other than Permanent										
Male	288	Nil	Nil	1,297	100%	307	Nil	Nil	307	100%
Female	67	Nil	Nil	241	100%	57	Nil	Nil	57	100%
Workers										
Permanent										
Male	3,944	Nil	Nil	3,944	100%	4,382	Nil	Nil	4,382	100%
Female	186	Nil	Nil	186	100%	189	Nil	Nil	189	100%
Other than Permanent										
Male	1,009	Nil	Nil	1,009	100%	753	Nil	Nil	753	100%
Female	174	Nil	Nil	174	100%	144	Nil	Nil	144	100%

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

(₹ in Lakh)

Category	Male			Female		
	Number	Median remuneration/ salary/wages of respective category	Average work experience	Number	Median remuneration/ salary/wages of respective category	Average work experience
Board of Directors (BoD)	11	35	–	1	20	–
Key Managerial Personnel	3	527	–	Nil	Nil	–
Employees other than BoD and KMP ¹	2,882	22	15	179	14	5
Workers	4,953	8	17	360	4	2

¹Note: The average experience of male employees is 15 years, however it is 5 years for female employees. The average experience of male workers is 17 years, however it is 2 years for female workers.

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)

Response: Yes

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

Response: Bajaj Auto considers respect for human rights as a fundamental value for our business. Resolution of complaints and grievances takes place while keeping in mind the principles of natural justice, confidentiality, sensitivity, and no retaliation for employee. In case of any violations, a complaint can be made to the Enforcement Committee as mentioned in the policy.

Any grievance against any member of the Enforcement Committee should be addressed to the Managing Director. The Committee is responsible for protecting both the complainant's privacy and the confidentiality of complaints.

Our Human Rights Policy can be found at:

<https://www.bajajauto.com/-/media/bajajauto/Investors/code-policy/Human-Rights-Policy.ashx>.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment				Nil	Nil	
Discrimination at workplace				1	0	The case was addressed and resolved by taking appropriate actions basis the internal mechanisms. The complainant is working with Bajaj Auto.
Forced Labour/Involuntary Labour		Nil				
Wages					Nil	
Other human rights related issues						

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

Response: Ethics & values have always been core to the way Bajaj Auto operates & any violation is dealt with appropriately. With this intent, the Company has policies in place to protect the identity of the complainant. Additionally, it protects them from discrimination, victimization, retaliation, or adoption of any unfair employment practices. We uphold the privacy of the complainant and maintain the confidentiality of complaints. The complainant may be moved to any other location while an investigation is underway. Appropriate escalation mechanisms exist for complainants.

Please refer to the following policies for more details:

1. Equal Opportunity Policy: (<https://www.bajajauto.com/corporate/key-policies>)

The policy inter alia mentions the following clauses related to equal opportunities:

- Any harassment or exhibition of discriminatory behaviour during the course of candidature or employment would be investigated by the grievance redressal committee and appropriate actions will be taken.
- The Company does not tolerate any malpractice, impropriety, abuse or wrongdoing or discrimination or harassment. Any violation discovered should be reported directly to the members of the grievance redressal committee or via websites bajajauto@integritymatters.in
- The Company should maintain the confidentiality of the grievances and would ensure the prevention of retaliation against the applicant or employee who files a charge of discrimination or harassment, testifies, or participates in any proceeding.

2. Whistle Blower Policy: (<https://www.bajajauto.com/-/media/bajajauto/Investors/code-policy/Whistle-Blower-Policy.ashx>)

Our Whistle Blower Policy protects the whistle blower from any kind of discrimination, harassment, victimisation or any other unfair employment practice by ensuring the confidentiality of the complainant's identity.

3. Human Rights Policy: (<https://www.bajajauto.com/-/media/bajajauto/Investors/code-policy/Human-Rights-Policy.ashx>)

Our Human rights policy prohibits any kind of discrimination at workplace.

4. Prevention of Sexual Harassment (POSH):

The Company policy on Prevention of Sexual Harassment at Workplace (POSH) provides guidelines and structured mechanism of ensuring that the complainant is not discriminated against.

Over and above the mechanisms mentioned in the respective policies, Bajaj Auto has partnered with "Integrity Matters", an independent Third-Party organisation.

Link: https://bajajauto.integritymatters.in/cases/case_instructions?locale=en

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

Response: Yes, it is part of our Supplier Code of Conduct.

9. Assessments for the year:

Particulars	Percentage of your plants and offices that were assessed (By entity or statutory authorities or third parties)
Child Labour	We assess hundred percent of our operations during the audit to ensure compliance with all statutory laws.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

In 2022-23, we conducted our annual engagement survey, which was managed by a third-party vendor. Responses from employees and workers were sought by the Company on specific questions related to diversity and inclusion and actions were taken accordingly.

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

Response: There were no significant risk or concerns noticed from Human Rights assessment. The Company continues to regularly update its policies and procedures to address new risks and concerns identified related to human rights and take corrective action proactively.

Leadership Indicators:

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

Response: At Bajaj Auto, no complaints/grievances have been received regarding human rights.

2. Details on assessment of value chain partners:

Particulars	Percentage of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	68.7%
Wages	
Others-please specify	

Note: Industry sources are not assessed by Bajaj Auto Limited. Industry sources are national and multinational companies, who supply components across the automotive industries.

3. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 2 above.

Response: Not applicable, as no adverse feedback was received in the assessment of value chain partners in the FY 2022-23.

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 (in MJ)	FY 2022-23	FY 2021-22
Total electricity consumption (A)	340,823,713	336,486,933
Total fuel consumption (B)	164,159,297	155,814,566
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	504,983,010	492,301,499
Energy intensity per crore rupee of Turnover (Total energy consumption/turnover in rupees crore)	13,427	14,330
Energy intensity (optional) – the relevant metric may be selected by the entity	–	–

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

2. Does the entity have any sites/facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) 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.

Response: Not Applicable.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	92,867	78,495
(ii) Groundwater	57,323	60,945
(iii) Third party water	719,990	687,595
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	240,726	222,128
Total volume of water withdrawal (i + ii + iii + iv + v)	1,110,906	1,049,163
Total volume of water consumption	1,110,906	1,049,163
Water intensity per crore rupee of Turnover (Water consumed/turnover in rupees crore)	29.5	30.5
Water intensity (optional) – the relevant metric may be selected by the entity	–	–

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

Response: Yes, all plants are having a mechanism for Zero Liquid Discharge. All Industrial effluent is treated through Effluent Treatment Plant (ETP) followed by Reverse Osmosis (RO). Permeate water is used for industrial activities while reject water is treated in Multiple Effective Evaporator. Domestic Sewage effluent is treated in Sewage Treatment Plant (STP) and treated effluent is used for watering garden and horticulture areas.

Zero Liquid Discharge (ZLD) Process

For achieving Zero Liquid Discharge of the process wastewater, BAL has following treatment processes –

Wastewater from process is treated in ETP (Effluent Treatment Plant). ETP comprises of Primary Chemical treatment, followed by Secondary biological treatment, the treated wastewater is then sent to Ultra Filtration (UF), Reverse Osmosis (RO) plant and Multi Effect Evaporator (MEE).

Ultra-Filtration (UF): The treated effluent from the outlet of ETP is passed through UF, a modern process technology to purify water for a wide range of applications including food processing, pharmaceuticals, power generation, sea water desalting and municipal drinking water.

Reverse Osmosis (RO): The permeated of the UF is passed through RO. The water moves to the salty side of the membrane until equilibrium is achieved. The permeate water is used back in the process and reject water is either retreated by diluting with process wastewater or treated in Multiple Effective Evaporator.

Multi Effect Evaporator (MEE): Rejected water from RO is fed into the evaporator and it is heated by a heat source like steam. Because of the applied heat, the water in the solution is converted into vapour and is condensed while the concentrated solution is fed into a next evaporator for further concentration. In a multiple effect evaporator, the vapour from one evaporator is fed into the steam chest of the other evaporator. Condensate water from each stage is used back in process.

Domestic Sewage effluent is treated in STP which comprises of Primary treatment followed by biological treatment and treated effluent is used for watering garden and horticulture areas/toilet flushing.

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

Parameter	Please Specify Unit	FY 2022-23	FY 2021-22
NOx	MT	2.9	4.1
SOx	MT	16.2	19.8
Particulate Matter (PM)	MT	3.1	3.9
Persistent organic pollutants (POP)	Nil	Nil	Nil
Volatile organic compounds (VOC)	Nil	Nil	Nil
Hazardous air pollutants (HAP)	Nil	Nil	Nil
Others – please specify	Nil	Nil	Nil

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

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	8,667	7,853
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	72,002	68,515
Total Scope 1 and Scope 2 emissions per crore rupee of turnover	Metric tonnes of CO ₂ equivalent	2.1	2.2
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Nil	Nil	Nil

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

Response: Yes, at Bajaj Auto various initiatives have been undertaken to reduce greenhouse gas emissions. Pumps and motors that conserve energy have been fitted. Air supply duct of base coat and Topcoat booth has been separated to reduce running of base coat booth in Paint Shop. An electrical reciprocator has been installed replacing a pneumatic reciprocator. Additionally, IR heaters have been installed in the flash-off zones for the primer and base coat to reduce the amount of PNG used by the Air Supply Unit (ASU) burners. For air conditioning systems, Hydrofluorocarbons (HFCs) are used as they have a lower impact on the ozone layer. Along with the installation of the daylight brillantor system, energy-efficient lighting is being used. Automatic Power Factor Control (APFC) panels have been installed to achieve "unity power factor" for KVAH billing. Additionally, solar energy generation units are placed, and paint sludge and other incinerable waste are now disposed of through recycling rather than incineration.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	310	184
E-waste (B)	54	33
Bio-medical waste (C)	0.1	0.2
Construction and demolition waste (D)	15,800	13,493
Battery waste (E)	45	41
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any.		
i. Industrial ETP Sludge	184	190
ii. Discarded Asbestos sheet waste	199	78
iii. Empty barrels/containers/liners contaminated with hazardous chemicals/wastes	484	742
iv. Process wastes, residues, and sludges	486	489
v. Waste and Residues- Paint Sludge disposed to MEPL	249	122
vi. Others	348	476
Total Hazardous Waste (G):	1,951	2,097
Other Non-hazardous waste generated. Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)		
i. Factory Rubbish	3,067	3,191
ii. MS Turning/Boring Scrap	714	686
iii. Non-Ferrous scrap	217	228
iv. STP sludge/Biomass	176	174
v. Canteen Waste and Garbage	315	198
vi. Others	38	61
Total Non-Hazardous Waste (H):	4,527	4,538
Total (A + B + C + D + E + F + G + H)	22,687	20,385
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	5,099	5,363
(ii) Re-used	417	195
(iii) Other recovery operations	Nil	Nil
Total	5,516	5,558
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	483	765
(ii) Landfilling	16,455	14,048
(iii) Other disposal operations	233	15
Total	17,171	14,828

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

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

Response: Waste reduction is taken on by implementing 6R principle across our plants. (6R - Reduce, Reuse, Recycle, Recover, Redesign, Regulate). Waste is segregated at shop floor into Hazardous and Non-Hazardous category, and then transferred to demarcated collection centres outside shop. While Non-hazardous waste is directly collected and transferred to authorised agencies for recycling, hazardous waste is disposed to Maharashtra Pollution Control Board (MPCB) authorised agencies with manifest system.

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

Response: The Company does not have any operations/offices in/around ecologically sensitive areas.

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

Response: No environmental impact assessment of projects was undertaken by the Company during the current financial year.

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

Sr. No.	Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
100% compliant with all applicable laws and regulations.				

Leadership Indicators

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources (in MJ)		
Total electricity consumption (A)	47,550,490	64,032,040
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	47,550,490	64,032,040
From non-renewable sources (in MJ)		
Total electricity consumption (D)	293,273,222	272,454,892
Total fuel consumption (E)	164,159,297	155,814,566
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	457,432,520	428,269,459

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. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		
No treatment		
With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third parties		
No treatment		
With treatment – please specify level of treatment: Primary, Secondary and Tertiary Treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

Response: Not Applicable. As per Central Groundwater Resource Assessment 2021 and 2022, no facility/plant is located in water stress area.

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

Response: Not applicable

5. 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:

Location	Initiative undertaken	Details of the initiative	Outcome of the initiative
Akurdi	Rainwater harvesting	Constructed a pond with capacity of 6,500 kl for rainwater harvesting and ground water recharge.	Water Conservation and Net water positive.
	Use of renewable energy source	Installed solar roof top power plant for renewable energy generation of 3.22 MWp generating 19.47 lakh kWh units in 2022-23.	Reduction of 1,636 ton-CO2 (GHG) emission in 2022-23
		Sourced Windmill electricity to the tune of 2.63 lakh kWh in 2022-23.	Leading to a reduction of 221 ton-CO2 emission in 2022-23
	Use of eco-friendly refrigerant gas	Replaced R22 refrigerant gas generating AC system in the premises	Reduced 232 kg of R22 Gas in 2021-22 and reduced 50 kg of R22 Gas in 2022-23
Chakan	Rainwater harvesting	Created rainwater harvesting and groundwater recharge structures. Three ponds with capacity of 65,000/12,500/6,000 kl (total = 83,500 kl) have been built for rainwater harvesting.	Water Conservation and Net water positive.
	Use of renewable energy source	Installed solar roof top for renewable energy generation of 1.97 MWp generating 2.3 million kWh units in 2022-23. Next phase plan 818 kW.	Reduction of 1,253 ton-CO2 (GHG) emission in 2022-23
	Use of eco-friendly refrigerant gas	Gradually replaced AC systems with R22 refrigerant gas which were non-eco-friendly/harmful to environment.	All R22 gas replaced.
Waluj	Rainwater harvesting	Constructed pond for rainwater harvesting and groundwater recharge, with capacity of 90,000 kl.	Water Conservation and Net water positive.
	Waste to landfill reduction	38% of Paint Sludge Waste was sent for recycling instead of incineration.	Sustainability in Waste Disposal
	Use of renewable energy source	Installed 5 MWp solar roof top power plant which reduces greenhouse gas emissions.	Reduced 4,538 tons of greenhouse gas emissions.
Pantnagar	Water Consumption reduction	Used treated wastewater in washrooms, Pre-treatment line demineralised water overflow water used for paint shop process in RO, RO reject water used in Water Recirculation System (WRS). Use of stored rainwater for paint shop process	Water saving 96,936 kl/year and being Net water positive.
	Fuel Consumption Reduction	Used Magnetic Resonator for efficient fuel consumption, changed fuel type from Propane to PNG. Use of removable hooks in petrol tank hanger, thermos ceramic coating used in paint baking oven. Use of Heat Recovery system for Jig stripping plant, use of highly efficient heat transfer liquid in hot water generator i.e. Hydromel. Use of Tecta Lis processes in pre-treatment	Fuel consumption saving 36,300 (Standard Cubic Metre/Year)
	Power consumption Reduction	Separation of base coat duct from Air Supply Unit (ASU) system, automatic system provided for booth temperature maintaining 25°C. Installed automatic ON/OFF system for vehicle assembly Air Handling Unit (AHU) and Engine Assembly ACs, installed IE5 motor in place of IE3 motor. Power factor improvement by installing static voltage generator unit, colour ASU DC brushless motor provision in place of AC blower system.	Energy savings 511,625 kW/year

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

Response: The framework of the Risk Management Policy includes identification of internal and external risks faced by the Company, including financial, operational, sectoral, sustainability, information, cyber security, strategic or any other risk as may be determined by the Risk Management Committee. The Company has framed this Risk Management Policy to identify and minimize the adverse consequence of risks on business objectives. The given framework also includes the measures for risk mitigation, reporting of critical risks within the Company and Business Continuity Plan.

The Core management team of the Company will deliberate and decide from time to time on a business continuity plan, outlining how the business will operate during an emergency. It will also conduct appropriate business impact analysis to identify time-sensitive or critical business functions and processes and the resources that support them.

The Company also has a comprehensive Emergency Preparedness and Response Plan (EPRP) to establish and maintain procedures to identify potential for and respond to accidents, health emergencies and for preventing and mitigating the environmental impacts that are associated with them. The Company reviews and revises the emergency preparedness and response procedures on a regular interval.

For more details, please visit: <https://www.bajajauto.com/-/media/bajajauto/Investors/code-policy/Terms-of-Reference-Risk-Management-Committees.ashx>

7. 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.

Response: There has been no significant adverse impact to the environment, arising from the value chain of the entity. Proactive measures for critical parameters that have a negative environmental impact, including education, audit mechanisms using a common check list, NC closure, and compliance monitoring have been identified. Utilization of plastic is being reduced across clusters.

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

Response: 68.7%

Note: Industry sources are not assessed by Bajaj Auto Limited. Industry sources are national and multinational companies, who supply components across the automotive industries.

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.

Response: 8

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	Confederation of Indian Industry	National
2	Society of Indian Automobile Manufacturers	National
3	Federation of Indian Export Organizations	National
4	Indian Merchant Chamber	National
5	The Automotive Research Association of India	National
6	Mahratta Chamber of Commerce, Industries and Agriculture	State
7	The Advertising Standards Council of India	National
8	Bombay Chamber of Commerce and Industry	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.

Response: There are no issues related to anti-competitive conduct by the entity.

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.

Response: Bajaj Auto Ltd. has always focused on improving the quality and impact of their CSR programs. Not specific to SIA, but the team has carried out various impact assessments in FY 22-23 with the objective of analysing, monitoring, and managing the intended and unintended social consequences, technical aspects of the proposed model, cost-effectiveness, sustainability, community contribution and community engagement.

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

Response: Not applicable as no projects on R&R conducted by Bajaj Auto.

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

Response: The Company carries its CSR activities through various implementing agencies. The communities (stakeholders) share all their issues with the implementing agencies (partner NGOs) who provide solutions to their problems and rectify the situation.

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

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/small producers	8.6%	8.1%
Sourced directly from within the district and neighbouring districts	Within - 69% Outside - 28% Neighbour - 3%	Within - 69% Outside - 29% Neighbour - 2%

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):

Response:

Details of negative social impacts identified	Corrective action taken
No negative social impact has been identified in impact assessments..	NA

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

Sr. No.	Project Location/s (State)	Project Location/s (District)	Total Amount Spent (₹ in Lakh)
1	Rajasthan, Uttarakhand	Multiple locations including Udham Singh Nagar	297
2	Maharashtra, Uttarakhand, Rajasthan	Multiple locations including Udham Singh Nagar	263
3	Maharashtra	Gadchiroli	53
4	Maharashtra	Osmanabad, Latur	29
5	Rajasthan	Multiple locations including Sirohi	24

3. Details of beneficiaries of CSR Projects:

Sr. No.	Project Title	Number of beneficiaries reached	Percentage of marginalized communities
1	Providing healthcare to tribal and Rural communities of Gadchiroli: Support for recurring expenditure of 80 bed Search hospital	41,646	100%
2	The Satyamev Jayate Water Cup (Phase II)	39,000	100%
3	Bajaj water conservation project	38,955	100%
4	Installation of ICU at Shri. Jarnalal Bajaj wing of Mahatma Gandhi Tribal Hospital and community interventions for prevention, vaccination, and treatment of COVID-19	35,347	100%
5	Augmenting conservation of water for improving resilience of agriculture in rainfed areas	34,399	100%
6	To improve access to health services during COVID-19 through Mobile Medical units (MMU) in underserved villages.	31,753	100%
7	Expanding quality and low-cost health services for tribal and underserved communities in South Rajasthan	30,718	100%
8	Bringing Quality Healthcare to Rural Kumaon	27,577	100%
9	Bajaj Health Initiative-Rudraprayag	18,129	100%

PRINCIPLE 9 Businesses should engage with & provide value to their consumers in a responsible manner.

Essential Indicators:

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

Response:

Bajaj Auto has a mechanism in place to record customer feedbacks through various ways. We have activated multiple avenues to raise complaint and feedback for customer convenience like a dedicated call centre, customer satisfaction survey, customer care app, and our customer complaint portal. Any other complaints could be addressed on NPS feedback links, through dedicated customer care email service, and social media where all customer queries/complaints are recorded in system and being tracked for resolution. Our system ensures complaint resolution with full satisfaction to customer with their consent. Customers can send the complaints and feedback on dedicated emails (customerservice@bajajauto.co.in and customersupport@chetak.com).

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

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

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

Particulars	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy						
Advertising						
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices	4	2	Nil	2	Nil	Nil
Other	83,751	7,484	All pending complaints will be closed in FY24	78,395	402	All pending complaints are closed in FY23

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

Particular	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Nil

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Response: Yes, the entity has a framework/policy on cyber security and risks related to data privacy. Privacy of our customers, users and visitors is of primary importance to us and we take utmost care in handling any confidential information collected by our platform. Bajaj Auto Limited does not collect any personal or sensitive information without the knowledge and consent of the data user. The user reserves the right to grant specific and limited access to any additional services/facilities/features, which are completely optional. In accordance with our privacy policy, we must obtain the user's consent before accessing any sensitive or personal data in order to provide these extra services.

Company Privacy Policy can be accessed at: www.bajajauto.com/privacy-policy

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.

Response: No regulatory action taken by any regulatory authority related to above mentioned parameters.

Leadership Indicators:

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

Response: Information on all product and services can be easily accessible to all customer on Bajaj Auto's website (URL: <https://www.bajajauto.com/three-wheelers>), (<https://www.bajajauto.com/bikes>) and (<https://www.chetak.com/>). Customers are informed on our products and services through various social media initiatives, showroom visits and other ground level activations launched by the Company. In addition to this, Company also hands over Owner's Manual to all its customers at the time of delivery through dealers which contains all the information related to product and services. Furthermore, information related to the products and services can also be found over 'KTM India App' available digitally over Android and iOS platform.

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

Response: All our customers receive an Owner's Manual at the time of delivery, which contains all the details about the goods and services. "Safety first" section of the New Vehicle Delivery (NVD) document provided with the vehicle covers essential safety instructions. Customers are instructed on safe and responsible vehicle usage as part of Bajaj Auto-IBU's process of product installation. Our dealers carry out the process of product installation and free servicing, during which retail customers are educated on safe and responsible usage of vehicle. Our KTM India App includes 'Owner's Manual' which is made available to the customers digitally for their convenience. "Maintenance tips" section in the app covers information on additional product maintenance and FAQ's. Additionally, Bajaj Auto organizes various safety initiatives during its annual drive, where customers are instructed on how to operate a vehicle responsibly and safely. We also carry out DIY sessions time to time where consumers are educated on vehicle safety and maintenance.

3. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Response: Details regarding the product are displayed and shared at the dealer points. All product related information is being provided to customer through owner's manual. Few important education points and operation points are informed to customer via various stickers pasted on vehicle. During vehicle delivery, customers are briefed on the product features, service schedule and contact details. We also educate customer further through product installation process at the time of first free service. We have also adapted TPM methodology at our dealership to ensure quality services at our dealer network. Consumer satisfaction is measured through our NPS process. Our marketing team conducts survey (Focused Group Discussions) to understand customer feedback. DIY meetings and one on one feedback collection for newly launched product is done by our service team.

4. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact
- b. Percentage of data breaches involving personally identifiable information of customers

Response: We did not witness any instances pertaining to data breaches. To ensure the integrity of data and prevent privacy violations, the Company maintains a strong cyber security architecture. We are also conscious of the human component of data privacy and cybersecurity. In order to prevent any breaches on consumer end, the Company sends communications to inform and advise them on safe practice. We have also conducted a cyber security assessment and implementing a 3-year plan to improve on our cyber security practices.

LIST OF ABBREVIATIONS

AHU	Air Handling Unit
AIS	Automotive Industry Standards
APFC	Automatic Power Factor Control
ASU	Air Supply Unit
BAL	Bajaj Auto Ltd.
BAVA	Bajaj Auto Vendor Association
BBS	Behaviour Based Safety
BRSR	Business Responsibility and Sustainability Report
CIN	Corporate Identification Number
CoC	Code Of Conduct
CSR	Corporate Social Responsibility
DIY	Do It Yourself
DWM	Daily Work Management
EPR	Extended Producer Responsibility
ESG	Environmental Social Governance
ETP	Effluent Treatment Plant
EV	Electric Vehicles
FY	Fiscal Year
HAP	Hazardous Air Pollutants
HAZOP	Hazard and Operability study
HFC	Hydrofluorocarbon
HIRA	Hazard Identification and Risk Assessment
HR	Human Resource
IMDS	International Material Data System
IPO	Input–Process–Output
JH	Jishu Hozen
JSA	Job Safety Analysis

KMP	Key Management Personnel
LAHI	Lend A Hand India
LCA	Life Cycle Analysis
LTIFR	Lost Time Injury Frequency Rate
MPCB	Maharashtra Pollution Control Board
MT	Metric Tonnes
NA	Not Applicable
NC	Non-Compliance
NGRBC	National Guidelines on Responsible Business Conduct
NOx	Nitrogen Oxide
NPS	Net Promoter Score
NVD	New Vehicle Delivery
POP	Persistent Organic Pollutants
POSH	Prevention Of Sexual Harassment
R&D	Research and Development
REACH	Registration, Evaluation, Authorization and Restriction of Chemicals
RO	Reverse Osmosis
SHE	Safety, Health, and Environment
SOx	Sulphur Oxide
SPD	Spare Parts Division
STP	Sewage Treatment Plant
SVHC	Substance of Very High Concern
TPM	Total Productive Maintenance
VOC	Volatile Organic Compounds
WRS	Water Recirculation System
ZLD	Zero Liquid Discharge



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