



THE WORLD'S
FAVOURITE
INDIAN

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT —

BAJAJ AUTO LIMITED

2023-24

SECTION A

GENERAL DISCLOSURES

Details of 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.	E-mail	esg@bajajauto.co.in
7.	Telephone	+91 20 6610 6000
8.	Website	www.bajajauto.com
9.	Financial year for which reporting is being done	2023-24
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	₹ 279.18 crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Dinesh Thapar +91 20 6610 6300
13.	Reporting boundary – Are the disclosures under this report made on a standalone basis(i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis*
14.	Name of assurance provider	DNV Business Assurance India Private Ltd.
15.	Type of assurance obtained	Reasonable Assurance for BRSR core indicators

Products/services

16. 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 quadri-cycles. 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%

17. 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%

*including quadri-cycles

*Regional offices have been excluded from few parameters (energy consumption, water consumption, waste generation, GHG emissions, etc.)

Operations

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

Location	Number of plants	Number of offices	Total
National	5	25	30
International	Nil	7	7

19. 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: 31.4%

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 with conventional fuel and electric range of 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

20. 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)	2,712	2,573	95%	139	5%
2	Other than Permanent (E)	345	290	84%	55	16%
3	Total employees (D + E)	3,057	2,863	94%	194	6%
Workers						
4	Permanent (F)	3,480	3,330	96%	150	4%
5	Other than Permanent (G)	459	393	86%	66	14%
6	Total workers (F + G)	3,939	3,723	95%	216	5%

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)	2	2	100%		
2	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3	Total employees (D + E)	2	2	100%		
Differently abled Workers						
4	Permanent (F)	8	8	100%		
5	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6	Total workers (F + G)	8	8	100%		

21. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		Number (B)	% (B/A)
Board of Directors	10	1	10%
Key Management Personnel	3	Nil	Nil

22. Turnover rate for permanent employees and workers

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11.9%	23.9%	12.5%	13.6%	31.3%	14.3%	9.7%	21.5%	10.1%
Permanent Workers	3.3%	21.4%	4.1%	2.1%	16.9%	2.7%	0.6%	5.7%	0.8%

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)

23. 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. (CTL)	Subsidiary	100%	No
2	Bajaj Auto Credit Ltd. (BACL)	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

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes
(ii) Turnover (in ₹): 46,088 cr
(iii) Net worth (in ₹): 24,861 cr

Transparency and disclosures compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	None	Nil	Nil	None
Investors (other than shareholder)	Yes	Nil	Nil	None	Nil	Nil	None
Shareholders	Yes	19	Nil	None	14	Nil	None
Employees and workers	Yes	1	Nil	None	4	Nil	None
Customers	Yes	1,02,383	7,737	None	83,751	7,484	All customer complaints were closed in FY24
Value Chain Partners	Yes	Nil	Nil	None	Nil	Nil	None

Whistle Blower Policy: www.bajajauto.com/-/media/bajajauto/Investors/code-policy/Whistle-Blower-Policy.ashx

Contact Information: www.bajajauto.com/investors/investor-services

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

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

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	Inadequate optimisation of energy consumption will result in adverse environmental impacts and heightened production costs. Neglecting to adopt low-carbon technologies could expose the Company to potential legislative or taxation burdens.	<ul style="list-style-type: none"> Conducting routine internal energy audits aimed at reducing total energy costs. Implementing strategies to conserve energy and maximise the utilisation of renewable energy sources to mitigate risks associated with resource scarcity and dependence on fossil fuels. 	Negative
Emissions	Risk	Various stakeholders are focusing on the Company's net GHG emissions in Scope 1, 2 and 3 categories. Failure to address emissions effectively poses reputational risks and regulatory challenges, underlining the critical importance of emissions management for long-term viability and sustainability.	<ul style="list-style-type: none"> Implementing emission reduction initiatives to mitigate emission risks, enhance environmental sustainability, and align with regulatory requirements 	Negative

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)
Responsible Supply Chain and Service Providers	Opportunity	Fostering collaborations with suppliers and service providers stimulates innovation and enhances supply chain resilience against unforeseen events.	–	Positive
Waste Management	Risk	The industry's manufacturing processes generate substantial waste, necessitating effective management strategies to mitigate environmental impact and adhere to regulatory standards. By implementing waste reduction, recycling, and reuse practices, companies can conserve resources, reduce costs, and comply with increasingly stringent regulations.	<ul style="list-style-type: none"> Working in compliance with India's Plastic Waste Management Rules, 2016 (subsequent amendments) and the Extended Producer Responsibility (EPR) guidelines. Establishing robust recycling and reuse programs within the manufacturing facility to divert waste materials from landfill disposal. 	Negative
Water Management	Risk	Water scarcity and erratic weather patterns due to climate change pose significant risks to our Company's operations. Ensuring continuous and appropriate water supply for business operations amidst these challenges requires vigilant monitoring and proactive measures to mitigate potential disruptions.	<ul style="list-style-type: none"> Our initiatives are geared towards achieving a net water-positive impact by emphasizing groundwater recharge and rainwater harvesting efforts. We utilise comprehensive strategies across our plants. Our plants are equipped with Zero Liquid Discharge (ZLD) Systems, treating industrial effluent with Effluent Treatment Plants (ETP) and reverse osmosis (RO). We comply with regulatory standards, connecting ETP discharge to the Common Effluent Treatment Plant (CETP) pipeline, ensuring efficient water management and risk reduction. 	Negative
Occupational Health and Safety	Risk	Not ensuring safe working conditions can lead to increased workplace accidents and injuries, thereby resulting in reduced efficiency of manpower and throughput time.	<ul style="list-style-type: none"> 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. 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. 	Negative

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)
Customer Satisfaction	Risk	Customer satisfaction directly impacts brand reputation and perception in the market. Negative experiences or dissatisfaction with products, services, or post-purchase support can tarnish a brand's image, leading to loss of trust, decreased sales, and damage to long-term brand equity.	<ul style="list-style-type: none"> • We have established diverse channels for collecting customer feedback, including a dedicated call center, customer satisfaction surveys, a customer care app, and our online customer complaint portal, among others, to enhance accessibility and convenience for our customers. • We have implemented the Total Productive Maintenance (TPM) methodology across our dealership network to guarantee the delivery of high-quality services. Evaluation of consumer satisfaction is conducted through our Net Promoter Score (NPS) process. 	Negative

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 AND PROCESS DISCLOSURES

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

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 the core elements of all NGRBC principles.								
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 https://www.bajajauto.com/corporate/key-policies								
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 organisation.								
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 45001:2018, ISO 14001:2015								
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 through rainwater harvesting and ground water recharge system. Optimise effluent treatment and maximise re-use of recycled water through RO and water treatment facility. Reduce dependence on non-renewable energy sources by optimizing energy consumption and encouraging consumption from renewable energy sources. Minimising overall scope 1 and scope 2 emissions to extent possible by optimizing fuels usage, sourcing alternative fuels, use of low environment impact refrigerants etc. Minimise consumption of packaging plastic in our operations to the extent possible by exploring use of more sustainable material. <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 2025.</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:</p> <ul style="list-style-type: none"> The company is continuously improving on ESG aspects like energy conservation, water conservation, emission reduction as per commitments in volatile situations. A deeper approach is initiated and efforts are aligned to further meet the set goals. Achieved 100% water positivity through rainwater harvesting and groundwater recharge system. . Zero Liquid Discharge (ZLD) by recycling water is continued at Waluj, Akurdi and Chakan but at Pantnagar, as per CTO mandate to send discharge water to third party, ZLD is not achieved. <p>Supply Chain Management: Currently over 88% 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 benchmarks for resource conservation, maximizing use of renewable energy and pollution prevention, during the complete product realisation cycle. We prioritise 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 Bajaj Auto Ltd., 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 caliber 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 Bajaj Auto Ltd.

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 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 Management are incorporated into the policies prior to placing before the Board.

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 as per Regulation 25 of the SEBI Listing Regulations, 2015, 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 Managerial 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	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: Our Code of Conduct provides clear guidelines on integrity, specifically addressing issues such as bribery, favours, and gifts from business associates, all aimed at combating corruption and bribery. We prioritise integrity as doing what's right, without seeking personal gain or exploiting ambiguity to benefit oneself or others. Adhering to these standards is crucial for protecting the organisation from financial and reputational harm, both in terms of information security and regulatory compliance.

Our Code of Conduct can be accessed at 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 2023-24	FY 2022-23
Directors		
KMPs	Nil	Nil
Employees		
Workers		

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

Particulars	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	Nil	None	Nil	None
Number of complaints received in relation to issues of conflict of interest of the KMPs				

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: There have been no instances of corruption and conflicts of interest.

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

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	60 days	53 days

9. Open-ness of business

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

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	Purchases from trading houses as % of total purchases	3.5%	3.2%
	Number of trading houses where purchases are made from	21	23
	Purchases from top 10 trading houses as % of total purchases from trading houses	91%	93%
Concentration of Sales	Sales to dealers/distributors as % of total sales	99%	98%
	Number of dealers/distributors to whom sales are made	1,794	1,684
	Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	22%	28%
Share of RPTs	Purchases (Purchases with related parties/Total Purchases)	1%	0.5%
	Sales (Sales to related parties/Total Sales)	5%	6%
	Loans and advances (Loans and advances given to related parties/Total loans and advances)	Nil	Nil
	Investments (Investments in related parties/ Total Investments made)	15%	15%

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
114	16 topics were covered across various training programs conducted in FY2023-24 which covered all the 9 principles of BRSR.	62.3%

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: Yes, Bajaj Auto maintains a strict policy against unethical conduct and ensures compliance with relevant principles, including those related to conflicts of interest. Directors and Senior Management are governed by a distinct Code of Conduct, which mandates adherence to the highest ethical standards and prohibits acceptance of benefits from business associates that could influence dealings with the company. Additionally, they are prohibited from engaging in any business activities that conflict with their duties to the company. Each year, Directors and Senior Management affirm their commitment to this Code, with the MD and CEO signing a declaration included in the Annual Report, thereby informing stakeholders. No instances of corruption or conflicts of interest were identified during the reporting period. Pursuant to SEBI Listing Regulations, Senior Management regularly discloses any material financial or commercial transactions where personal interests may conflict with the company's interest, which is reviewed by the Board and documented in the Annual Report's Corporate Governance section.

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 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D ¹	100%	100%	For EV development: - Expenses towards thermal Conductivity Analysis, Hub Motor Performance, Equipment Compact Immunity Test System, leading to reduced energy consumption, lower emissions through product lifecycle.
Capex ²	65.1%	25.4%	For EV development: - Expenses towards vehicle assembly, dies and molds, spare parts and other tools.

Note:

- 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 and 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 Ltd. [CTL] (a wholly owned subsidiary of Bajaj Auto Ltd., the reporting entity). The percentages after including those investments are 65.3% and 32.7% for FY 2023-24 and FY 2022-23, 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 framework for suppliers which includes a Code of Conduct that seeks to integrate environmental, social and governance parameters and which guides our engagement with them to do business in a responsible, fair, and sustainable way. 100% of our materials are sourced from such suppliers adhering to the said framework.

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, does not 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 adhere to India's Plastic Waste Management Rules 2016, along with any subsequent amendments, and comply with the Extended Producer Responsibility (EPR) guidelines. Our waste collection strategy aligns with the EPR plan submitted to the Pollution Control Board (PCB).

Leadership Indicators

1. 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 and Three Wheelers (including electric vehicles)	Environmental pollution and mankind harm	<ul style="list-style-type: none"> We have implemented the International Material Data System (IMDS), a globally recognised standard in the OEM industry. We strictly adhere to Automotive Industry Standards and specifically comply with the 'guidelines on provision for End-of-life Vehicles' (AIS 129 guidelines). Each component of our vehicles is categorised according to the Recyclable and Recoverable category based on the End-of-Life Vehicles (ELV) directive. Our practices also encompass compliance with the battery waste management (amendment) rules of 2023 as outlined in S.O. 4669 (E). To ensure compliance with battery waste management regulations, we are registered with the Extended Producer Responsibility (EPR) program for the recycling and disposal of batteries.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Aluminium alloys	6.7%	6.8%

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	2,573	2,573	100%	2,573	100%	NA	NA	2,573	100%	2,573	100%
Female	139	139	100%	139	100%	139	100%	NA	NA	139	100%
Total	2,712	2,712	100%	2,712	100%	139	5%	2,573	95%	2,712	100%
Other than permanent employees											
Male	290	290	100%	290	100%	NA	NA	290	100%	290	100%
Female	55	55	100%	55	100%	55	100%	NA	NA	55	100%
Total	345	345	100%	345	100%	55	16%	290	84%	345	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	3,330	3,330	100%	3,330	100%	NA	NA	3,330	100%	3,330	100%
Female	150	150	100%	150	100%	150	100%	NA	NA	150	100%
Total	3,480	3,480	100%	3,480	100%	150	4%	3,330	96%	3,480	100%
Other than permanent workers											
Male	393	393	100%	393	100%	NA	NA	393	100%	393	100%
Female	66	66	100%	66	100%	66	100%	NA	NA	66	100%
Total	459	459	100%	459	100%	66	14%	393	86%	459	100%

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

Benefits	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.15%	0.19%

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

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

3. 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: Bajaj Auto 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 and can be accessed at <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	100%	NA*	100%	NA*
Female	100%	100%	100%	87%
Total	100%	100%	100%	87%

* The paternity policy in Bajaj Auto was introduced on 27 March 2023. Hence, the data pertaining to retention rate is not available for FY 2023-24.

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 Bajaj Auto plants where the workmen are represented by members of their recognised unions. The representatives of the committee are nominated by the 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 types of employees. Contractors, supervisors, and individual contract labor can contact personnel managers 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.

For more details, refer to the following 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 2023-24			FY 2022-23		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	2,573	Nil	Nil	2,596	Nil	Nil
Female	139	Nil	Nil	112	Nil	Nil
Total Permanent Workers						
Male	3,330	2,469	74%	3,944	2,990	76%
Female	150	46	31%	186	53	29%

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	2,863	2,519	88%	2,863	100%	2,884	2,491	86%	2,884	100%
Female	194	189	97%	194	100%	179	177	99%	179	100%
Total	3,057	2,708	89%	3,057	100%	3,063	2,668	87%	3,063	100%
Workers										
Male	3,723	2,941	79%	2,312	62%	4,953	3,841	77%	4,953	100%
Female	216	205	95%	118	55%	360	319	88%	360	100%
Total	3,939	3,146	80%	2,430	62%	5,313	4,160	78%	5,313	100%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	2,863	2,863	100%	2,884	2,884	100%
Female	194	194	100%	179	179	100%
Total	3,057	3,057	100%	3,063	3,063	100%
Workers						
Male	3,723	3,723	100%	4,953	4,953	100%
Female	216	216	100%	360	360	100%
Total	3,939	3,939	100%	5,313	5,313	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 such system?

Response: Yes, we have implemented an Occupational Health and Safety Management System at Bajaj Auto. Our commitment is to provide a safe and healthy workplace by minimizing the risk of accidents, injuries, and exposure to health hazards, in full compliance with applicable laws and regulations. All our plants are certified with ISO 45001:2018 by M/S Bureau Veritas. We have a comprehensive incident investigation system in place, and preventive measures are proactively taken to prevent both occurrence and recurrence of incidents. This system encompasses all individuals directly or indirectly associated with Bajaj Auto, including employees, trainees, contract workers, and visitors. Regular awareness sessions on safety and health-related topics are conducted for the benefit of our employees. Please refer to the Safety, Health, and Environment (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: To ensure safety in both routine and non-routine activities, a range of proactive measures are implemented. These include Hazard Identification and Risk Assessment (HIRA), Job Safety Analysis (JSA), Hazard Operability Study (HAZOP), safety audits conducted by Occupational Health and Safety (OHS) professionals, safety interactions led by line management, external audits, and safety observation tours (SOTs) conducted by cross-functional teams (CFT). Additionally, STOP cards and a permit-to-work (PTW) system are in place. Furthermore, periodic in-house medical check-ups are conducted, with specific tests tailored according to the risk assessment of employees working in different departments with exposure to various occupational health hazards.

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

Response: Yes, in Bajaj Auto Ltd., we have well established processes for workers to report work-related hazards directly to their managers and the safety department. All plants have Central Safety Committee in place which holds regular meetings to review work related hazards and cases and strive to ensure comprehensive safety measures are in place. Various initiatives are taken and encouraged to continuously improve and sustain safety culture in the company.

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

Response: Yes, all the employees and workers have access to non-occupational medical and healthcare services.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	0.16	
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	2	
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	

*Including in the contract workforce

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

Response: We have implemented several proactive measures to ensure workplace safety. These include risk assessments, safety audits, regular shop safety rounds, awareness trainings, safety kaizens, and near-miss reporting. Additionally, we conduct emergency preparedness exercises such as mock drills and shop evacuations. Our plants operate under an integrated SHE Management System (SHE MS) compliant with ISO 45001:2018 and ISO 14001:2015, with internal audits conducted bi-annually. External audits by accredited agencies occur annually, with feedback promptly integrated. Safety patrols identify and address unsafe acts and conditions, while safety observation tours involve managers from various departments to identify and resolve non-conformities. External safety audits occur every two years to meet legal requirements. We incentivise safety through annual competitions and encourage worker participation in safety initiatives through various forums. Guidance from the Directorate of Industrial Safety and Health is promptly implemented during their visits. Additionally, we have introduced an online work system to enhance safety in high-risk activities. Implementation of all these initiatives help us ensure that Bajaj Auto Ltd. remains a safe and healthy workplace.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	34	Nil	None	21	Nil	None
Health and Safety	28	Nil	None	14	Nil	None

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: We have conducted various audits and inspections to identify hazards and risks. Following a thorough review involving a cross-functional team (CFT), corrective and preventive actions are implemented to mitigate significant health and safety hazards.

Following are some actions taken:

- Introducing automation at assembly lines to reduce fatigue
- Implementing special tools for safer and more ergonomic working conditions
- Installing a biometric access control system in Material Handling Equipment (MHE)
- Establishing a SCADA system for real-time monitoring of the Fire Detection System.
- Risk and opportunity register is maintained for routine monitoring and follow-up on significant risks in accordance with ISO 45001:2018 standards.

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

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	
Working Conditions	67.4%

Note: Industry sources are not assessed by Bajaj Auto Ltd. 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 Ltd., any instances of non-compliance or areas needing improvement identified during assessments of health, safety practices, and working conditions among our value chain partners are promptly addressed. We prioritise the adherence of our vendors to legal and safety standards. To ensure optimal working conditions throughout our supply chain, we have developed an advanced monitoring, documentation, and compliance system within our vendor portal. This system alerts us to any incidents reported by vendors and encourages suppliers to conduct self-assessments of their Health and Safety Systems and processes at their facilities.

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 have an impact on our business, contribute value, or are essential components of the value chain. Our major stakeholders include vendors, customers, dealers, employees, the community, and shareholders amongst others.

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 Marginalised 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
Community	Yes	Physical site visits, virtual meets	Ongoing basis	<ol style="list-style-type: none"> 1. Build rapport with community 2. Assess impact of the project 3. Rapport with the implementing agency 4. Behavior change 5. Community institution assessment
Customers	No	Showrooms, Workshops, Website Dealer Management system, Outbound call, Advertisements and Customer Meet	Ongoing basis	<ol style="list-style-type: none"> 1. Responsible manufacturing 2. Addressing customer queries and grievances 3. Feedback on products and services
Dealers and Distributors	No	Dealer Meets, Emails, Marketing Communication, 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
Employees and workers	No	Intranet, Email, SMS, Virtual Calls, In-person meetings, internal events, notice boards, Employee engagement survey, round table with senior leadership, Town halls	Ongoing basis	<ol style="list-style-type: none"> 1. Career, learning and growth 2. HR policies and practices 3. Employee recognition 4. Feedback on Team managers
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
Investors	No	Email, Newspaper, Stock Exchange, Website, 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. Dividend and Buyback
Regulatory Bodies	No	Conferences, external forums, and public platforms	Periodic basis	<ol style="list-style-type: none"> 1. Compliance with national and local regulations 2. Permissions/approvals on various regulatory requirements

Stakeholder group	Whether identified as Vulnerable and Marginalised 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
Shareholders	No	Email, SMS, Newspaper, Advertisement, Stock Exchange, Website, Survey, Virtual and Physical Meetings, Conferences, etc.	Ongoing basis	<ol style="list-style-type: none"> 1. Dividend and Buyback 2. TDS communication 3. Processing Investors' service request 4. Financial results 5. General updates
Vendors	No	<ol style="list-style-type: none"> 1. Emails/Telephone 2. BAVA EC/MC meeting 3. BAVA Sub clusters/Sub-committies 4. Kaizen competition and cluster conventions 	Ongoing basis	<ol style="list-style-type: none"> 1. Supply chain quality 2. Commercial development 3. SHE compliance, while implementing TPM and improvements

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: We maintain regular communication with our diverse range of stakeholders. Each functional team within Bajaj Auto Ltd. actively engages with their stakeholders, and understand their concerns and feedback regarding economic, environmental, and social matters to the Board members. Through business review and risk management meetings, the Board stays informed about stakeholder responses and issues, enabling us to devise plans to mitigate and address risks effectively. Moreover, our company has instituted a Stakeholder Relationship Committee to facilitate continuous, proactive engagement and ensure that the Board remains updated on emerging developments and stakeholder feedback.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators:

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of Employees/ Workers covered (B)	% (B/A)	Total (C)	No. of Employees/ Workers covered (D)	% (D/C)
Employees						
Permanent	2,712	2,712	100%	2,708	2,708	100%
Other than Permanent	345	345	100%	355	355	100%
Total	3,057	3,057	100%	3,063	3,063	100%
Workers						
Permanent	3,480	3,480	100%	4,130	4,130	100%
Other than Permanent	459	459	100%	1,183	1,183	100%
Total	3,939	3,939	100%	5,313	5,313	100%

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent										
Male	2,573	Nil	Nil	2,573	100%	2,596	Nil	Nil	2,596	100%
Female	139	Nil	Nil	139	100%	112	Nil	Nil	112	100%
Other than Permanent										
Male	290	Nil	Nil	290	100%	288	Nil	Nil	288	100%
Female	55	Nil	Nil	55	100%	67	Nil	Nil	67	100%
Workers										
Permanent										
Male	3,330	Nil	Nil	3,330	100%	3,944	Nil	Nil	3,944	100%
Female	130	Nil	Nil	130	100%	186	Nil	Nil	186	100%
Other than Permanent										
Male	393	Nil	Nil	393	100%	1,009	Nil	Nil	1,009	100%
Female	66	Nil	Nil	66	100%	174	Nil	Nil	174	100%

3. Details of remuneration/salary/wages

a. Median remuneration/wages

(₹ in Lakh)

Category	Male		Female	
	Number	Median remuneration	Number	Median remuneration
Board of Directors (BoD)	9	62	1	29
Key Managerial Personnel	3	841	Nil	Nil
Employees other than BoD and KMP ¹	2,861	25	194	16
Workers	3,723	9	216	5

¹Note: The average experience of male employees is 15 years, however it is 6 years for female employees. The average experience of male workers is 19 years, however it is 4 years for female workers.

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

Particulars	FY 2023-24	FY2022-23
Gross wages paid to females as % of total wages	3.9%	3.4%

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

Response: Yes

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

Response: We regard the respect for human rights as a core principle guiding our business operations. Resolving complaints and grievances is conducted in adherence to principles of natural justice, confidentiality, sensitivity, and ensuring there is no retaliation against employees. Should any violations occur, employees have the option to file a complaint with the Enforcement Committee as outlined in our policy. Grievances regarding any member of the Enforcement Committee should be directed to the Managing Director for resolution. The Committee is tasked with safeguarding both the privacy of the complainant 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 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2					
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour	Nil	Nil	Both cases were resolved in FY24	Nil	Nil	None
Wages						
Other human rights related issues						

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

Particulars	FY 2023-24	FY2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	
Complaints on POSH as a % of female employees/workers	0.5%	Nil
Complaints on POSH upheld	1	

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

Response: Ethics and values have always been core to the way Bajaj Auto operates and 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, victimisation, 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

9. Do human rights requirements form part of your business agreements and contracts?

Response: Yes, human rights are an essential part of supplier code of conduct.

10. 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	

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 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 Ltd., 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	67.4%
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

Note: Industry sources are not assessed by Bajaj Auto Ltd. 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 2023-24.

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	FY 2023-24	FY 2022-23
From Renewable sources (in MJ)		
Total electricity Consumption (A)	4,97,63,346	4,75,50,490
Total fuel Consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	4,97,63,346	4,75,50,490
From Non-renewable sources (in MJ)		
Total electricity consumption (D)	35,25,12,263	29,32,73,222
Total fuel consumption (E)	32,31,54,277	16,41,59,297
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	67,56,66,540	45,74,32,520
Total energy consumed (A+B+C+D+E+F)	72,54,29,886	50,49,83,010
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations in rupees crore)	16,234	13,862
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations in rupees crore adjusted for PPP)	3,59,865	3,12,918
Energy intensity in terms of physical output (MJ/unit of vehicle produced)	166.8	127.7

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency: Yes, DNV Business Assurance India Private Ltd.

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 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	56,536	92,867
(ii) Groundwater	55,990	57,323
(iii) Third party water	843,941	7,19,990
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	288,503	2,40,726
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	12,44,970	11,10,906
Total volume of water consumption (in kilolitres)	12,35,962	11,10,906

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
Water intensity per rupee of turnover (Total water consumption/Revenue from operations in rupees crore)	27.6	30.5
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations in rupees crore adjusted for PPP)	613.1	688.3
Water intensity in terms of physical output (kL/unit of vehicle produced)	0.28	0.28
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: Yes, DNV Business Assurance India Private Ltd.		

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

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kiloliters)		
i. To Surface Water		
• No Treatment	Nil	
• With treatment- please specify level of treatment	Nil	
ii. To Groundwater		
• No Treatment	Nil	
• With treatment- please specify level of treatment	Nil	
iii. To Seawater		
• No Treatment	Nil	
• With treatment- please specify level of treatment	Nil	Nil
iv. Sent to third parties		
• No Treatment	Nil	
• With treatment- please specify level of treatment	9,008*	
v. Others		
• No Treatment	Nil	
• With treatment- please specify level of treatment	Nil	
Total water discharged (in kilolitres)	9,008	

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: Yes, DNV Business Assurance India Private Ltd.

*As per CTO conditions by Pollution Control Board, for our Pantnagar plant, it is required to send water, after treatment in ETP, to third party from FY24. Until last year the company was using treated water in horticulture activities across all sites.

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

Response: Yes, our plants at Akurdi, Chakan, and Waluj are equipped with Zero Liquid Discharge (ZLD) Systems. All industrial effluent undergoes treatment through Effluent Treatment Plants (ETP), followed by reverse osmosis (RO). The permeate generated is utilised for industrial activities, while the reject is further treated in Multiple Effective Evaporators. At our Pantnagar plant, domestic sewage effluent is treated in Sewage Treatment Plants (STP) and utilised for gardening and horticulture purposes. In accordance with the Consent to Operate condition of 2023 (CTO), ETP discharge is connected to the Common Effluent Treatment Plant (CETP) pipeline, which is operated by third party. Due to this Pantnagar plant is not a ZLD facility.

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

Parameter	Please Specify Unit	FY 2023-24	FY 2022-23
NOx	MT/Annum	3.4	2.9
SOx	MT/Annum	27.4	16.2
Particulate Matter (PM)	MT/Annum	4.1	3.1
Persistent organic pollutants (POP)	mg/Nm ³	Nil	Nil
Volatile organic compounds (VOC)	mg/Nm ³	223.2	Nil
Hazardous air pollutants (HAP)	mg/Nm ³	Nil	Nil

Note: 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: Yes, DNV Business Assurance India Private Ltd.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions	Metric tonnes of CO ₂ equivalent	22,567	8,667
Total Scope 2 emissions	Metric tonnes of CO ₂ equivalent	70,110	72,002
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations in rupees crore)		2.07	2.21
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Power Purchasing Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations (in rupees crore) adjusted for PPP)		45.9	49.9
Total Scope 1 and Scope 2 emission intensity in terms of physical output (tCO₂e/unit of vehicle produced)		0.02	0.02
Total Scope 1 and Scope 2 emission 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: Yes, DNV Business Assurance India Private Ltd.

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

Response: Yes, Bajaj Auto Ltd. has implemented several initiatives to mitigate greenhouse gas emissions. These include boosting the proportion of energy consumption derived from renewable sources such as solar and wind power. Additionally, we opt for Hydrofluorocarbons (HFCs) refrigerants, which have a lesser impact on the ozone layer. Moreover, energy-saving lighting, pumps, and motors have been installed to conserve energy effectively. Such initiatives, ensures that we remain committed to reduce GHG emissions into the environment.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	338	310
E-waste (B)	82	54
Bio-medical waste (C)	0.1	0.1
Construction and demolition waste (D)	6,859	15,800
Battery waste (E)	63	45
Radioactive waste (F)	Nil	Nil
Other hazardous waste. Please specify, if any (G)		
i. Industrial ETP Sludge	287	184
ii. Discarded Asbestos sheet waste	63	199
iii. Empty barrels/containers/liners contaminated with hazardous chemicals/wastes	379	484
iv. Process wastes, residues and sludges	509	486
v. Waste and Residues- Paint Sludge disposed to MEPL	460	249
vi. Others	455	348
Total Hazardous Waste (G):	2,153	1,951
Other Non-hazardous waste generated (H). Please specify, if any		
i. Factory Rubbish	1,631	3,067
ii. MS Turning/Boring Scrap	893	714
iii. Non-Ferrous scrap	252	217
iv. STP sludge/Biomass	201	176
v. Canteen Waste and Garbage	368	315
vi. Others	53	38
Total Non-hazardous waste (H):	3,398	4,527
Total (A+B+C+D+E+F+G+H)	12,894	22,687
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations (in rupees crore))	0.29	0.62
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations in rupees crore adjusted for PPP)	6.39	14.05
Waste intensity in terms of physical output (MT/unit of vehicle produced)	0.0029	0.0057
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	4,154	5,099
(i) Reused	350	417
(ii) Other recovery options	Nil	Nil
Total	4,504	5,516
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	665	483
(ii) Landfilling	7,583	16,455
(iii) Other disposal options	142	233
Total	8,390	17,171

Note: 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: Yes, DNV Business Assurance India Private Ltd.

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

Response: Waste reduction is achieved through the implementation of the 6R principle across all our plants: Reduce, Reuse, Recycle, Recover, Redesign, and Regulate. At the shop floor, waste is segregated into Hazardous and Non-hazardous categories and then transported to designated collection centres outside the shop. Hazardous waste is disposed off to Maharashtra Pollution Control Board (MPCB) authorised agencies using a manifest system, while non-hazardous waste is directly collected and transferred to authorised agencies for recycling.

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N). If no, the reasons thereof and corrective action taken, if any.
The Company does not have any operations/offices in/around ecologically sensitive areas.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
No environmental impact assessment of projects was undertaken by the Company during the financial year.					

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

S. 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. 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.

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: Yes, DNV Business Assurance India Private Ltd.

2. With respect to the ecologically sensitive areas reported at Question 11 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: The Company does not have any operations/offices in/around ecologically sensitive areas.

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

Sr. No	Location	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1		Used spent solvent (Ethanol) from R&D and sent to recycle	Previously Spent Solvent (Ethanol) generated from R&D was sent for incineration. It is now being sent to an authorized recycler.	Sustainable waste disposal
2		Installed Ozone oxidation system at garden water tank	Installed ozone system at ETP plant and garden water tank at nursery area to improve water quality	Ozone oxidizes odour and taste causing compounds
3	Akurdi	Solar Rooftop installed at Akurdi with a capacity of 3.22 MWp, generating 34.44 Lakh kWh units in FY 23-24.	Installed 3.22 MWp solar roof top power plant.	Reduction of 2,466 tCO2 emissions in FY 23-24
4		Replacement of R-22 refrigerant gas to environmentally eco-friendly gas for air conditioning system.	Akurdi premises has many AC systems which are non-friendly and harmful to environment, as a sustainable exercise we had gradually replaced such systems.	Reduction of 158 kg of R22 gas in FY 23-24
5		Installation of 0.8 MWp rooftop solar panels	Installed 0.8 MWp solar rooftop panels in addition to existing 1.9 MWp solar plant. Total generation capacity increased to 2.7 MWp.	Renewable Energy generation increased from 15% to 20 % in FY23-24
6	Chakan I	Waste to landfill reduction: 100% paint sludge diverted from landfill to recycler	100% Waste Paint Sludge is sent to Authorized Waste Recycler.	Elimination of waste disposal to landfill
7		Plastic packaging reduction	Polythene packing materials reduction from 114gms/vehicle to 51gms/vehicle	Plastic waste reduction
8		Water conservation through rain water harvesting	Recently constructed two ponds with a capacity of 1,45,272 KL & 1,42,700 KL respectively for rainwater harvesting.	Water Conservation
9	Chakan II	Electrical Energy conservation through efficiency improvement	Installation of one VSD based compressor at place of fixed speed compressor	Energy Consumption reduced by 18% Total energy saving in the compressor operation is 3,58,400 kWh/Year
10		Waste disposal rationalization	1. Waste Paint Sludge is sent to Authorized Waste Paint sites for recycling. 2. Waste thinner generated from paint shop, which was earlier drained in sedimentation pit, is now being collected and sent to authorised recycler.	Sustainability in Waste Disposal 1. 40 % (186 MT) of Paint Sludge generated is now being sent for recycling. 2. 11 KL of thinner sent for recycling in FY 23-24.
11	Waluj	Water conservation in 4Wh paint shop	Spray rinse and Conveyor belt interface linkage by installation of sensor in booth.	Water Conservation: Water saving of 25KL/day.
12		DO linked operation of blower with PLC logic and VFD interface	Installation of DO linked blower operation at STP plant with PLC logic and VFD interface.	Energy Conservation: 50% electricity reduction in STP blower operation, thereby leading to reduction of 180 kWh of electricity consumption daily.
13		Water consumption reduction	1. Providing new rainwater storage pond at Phase-1 & 2 2. Rainwater uses for paint shop process, toilet flushing and gardening	Water saving of 1,800 KL/year
14	Pantnagar	Power consumption reduction	1. Provision of light weight FRP fan at AHU and roof exhaust blower 2. Installation of IE5 motor in place of IE3 motor 3. Installation of Venturi Fixed Aerator in STP aeration tank 4. Provided T/C ASU damper with interlocking in paint shop	Energy savings of 4.41 lakh units/year

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

Response: The Risk Management Policy framework encompasses the identification of internal and external risks across various facets of the company, including front-end and back-end operations, R&D, Finance, and IT. It addresses financial, operational, sectoral, sustainability, information, cyber security, disaster recovery, strategic, and other risks, as determined by the Risk Management Committee. This policy aims to minimise adverse impacts on business objectives by outlining procedures for risk quantification, categorisation, mitigation measures, critical risk reporting, and Business Continuity Planning. The core management team periodically deliberates on Business Continuity Plans, conducting business impact analyses to identify critical functions and resources. Additionally, the company maintains a comprehensive Emergency Preparedness and Response Plan (EPRP) to address accidents, health emergencies, and environmental impacts. The company reviews and revises the emergency preparedness and response procedures on a regular interval.

5. 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 including, but not limited to, education, audit mechanisms using a common check list, NC closure, and compliance monitoring etc. were taken for critical parameters that could have a negative environmental impact.

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

Response: 67.4%

Note: Industry sources are not assessed by Bajaj Auto Ltd. 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 Organisations	National
4	Indian Merchant Chamber	National
5	The Automotive Research Association of India	National
6	The Advertising Standards Council of India	National
7	Bombay Chamber of Commerce and Industry	National
8	Mahratta Chamber of Commerce, Industries and Agriculture	State

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 have been no issues pertaining to anti-competitive conduct during the year.

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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain? (Yes/No)	Relevant Web link
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In FY 2023-24, Bajaj Auto Ltd. conducted mandatory Impact Assessments of 14 projects from different sectors pertaining to social sustainability, and community engagement as per CSR rules. However, there was no resettlement or rehabilitation/community displacement during the year. Hence, no SIA has been conducted.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
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Not applicable as no projects on R&R conducted during the year

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 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	18.4%	8.6%
Directly sourced from within India	97%	97%

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

Particulars	FY 2023-24	FY 2022-23
Rural	Nil	Nil
Semi-urban	26%	30%
Urban	6%	6%
Metropolitan	68%	64%

Note: The above table mentions only employment due to direct employment.

Leadership Indicators:

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Not applicable, since no SIA has been conducted.	

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

Sr. No.	State	Aspirational District	Amount Spent (₹ in Lakh)
1	Maharashtra	Gadchiroli	363

3. Details of beneficiaries of CSR Projects:

Sr. No.	CSR project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	SEARCH	45,907	100%
2	Paani Foundation	39,462	100%
3	BMS- Via (JBGVS)Tata STRIVE SkillSonics	3,342	95%
4	JBGVS - YOJAK	2,317	100%
5	Bharatiya Yuva Shakti Trust (BYST)	436	44%
6	Parivartan Trust	408	100%
7	Aarohi (Livelihood)	274	100%
8	Nari Sewa Samiti	229	100%
9	Prashanti Cancer Care Mission	228	100%
10	Light house Communities Foundation	136	81%

Note: JBGVS: Jankidevi Bajaj Gram Vikas Sanstha

PRINCIPLE 9 Businesses should engage with and 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 Ltd. has established a robust system for capturing customer feedback through diverse channels. We offer multiple avenues for customers to voice their concerns and provide feedback, including a dedicated call centre, customer satisfaction surveys, a customer care app, and an online customer complaint portal. Additionally, customers can submit complaints via NPS feedback links, dedicated customer care email service, and social media platforms. All customer queries and complaints are recorded in the system and tracked for resolution. Our system is designed to ensure prompt and satisfactory resolution of complaints, with customer consent being a top priority. 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 2023-24			FY 2022-23		
	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	None	Nil	Nil	None
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices				4	2*	1 case closed
Other	1,02,383	7,737	All complaints will be closed in FY25	83,751	7,484	All customer complaints were closed in FY24

*Note: Of the 2 cases raised in FY 2022-23, 1 is still pending before the consumer court.

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

Particular	Number	Reasons for recall
Voluntary recalls		
Forced recalls	Nil	None

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, Bajaj Auto Ltd.'s privacy policy can be accessed at <https://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.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Response: There have been no instances of data breach during the reporting period.

b. Percentage of data breaches involving personally identifiable information of customers

Response: There have been no instances of data breach during the reporting period.

c. Impact, if any, of the data breaches

Response: Not Applicable

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 (<https://www.bajajauto.com/three-wheelers>, <https://www.bajajauto.com/bikes>, and <https://www.chetak.com/>). Customers are informed about our products and services through a range of social media campaigns, showroom visits, and grassroots activations organised by the Company. Moreover, we provide each customer with an owner's manual upon delivery through our dealerships, containing comprehensive information about our products and services. Additionally, details regarding our offerings can also be accessed through the 'KTM India App', available for download on both Android and iOS platforms.

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

Response: All of our customers receive an Owner's Manual upon delivery, which comprehensively outlines all pertinent details regarding our products and services. The "Safety first" section within the New Vehicle Delivery (NVD) document, provided alongside the vehicle, offers essential safety guidelines. As part of Bajaj Auto-IBU's product installation process, customers are briefed on safe and responsible vehicle usage. Our dealers oversee product installation and free servicing, taking the opportunity to educate retail customers on safe vehicle operation. Additionally, our KTM India App provides customers with a digital version of the 'Owner's Manual' for added convenience. The app's "Maintenance tips" section offers insights into additional product maintenance and frequently asked questions. Furthermore, Bajaj Auto hosts various safety initiatives annually, during which customers receive instruction on responsible vehicle operation. Periodic DIY sessions are also conducted to educate consumers 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: Yes, product details are showcased and shared at our dealer outlets. Customers receive comprehensive product information through the owner's manual. Additionally, essential operational and educational points are conveyed to customers via stickers affixed to the vehicle. During vehicle delivery, customers receive briefings on product features, service schedules, and contractual details. Further education on product features is provided during the product installation process at the time of the initial free service. We have implemented the Total Productive Maintenance (TPM) methodology at our dealerships to ensure high-quality services across our network. Customer satisfaction is gauged through our Net Promoter Score (NPS) process. Our marketing team conducts ongoing surveys, including focused group discussions, to gather customer feedback. Additionally, our service team organises DIY meetings and collects one-on-one feedback for newly launched products.

INDEPENDENT ASSURANCE STATEMENT

Introduction

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by Bajaj Auto Limited (Corporate Identity Number L65993PN2007PLC130076, hereafter referred to as 'Bajaj Auto' or 'the Company') to undertake an independent assurance of the Company's disclosures in Business Responsibility and Sustainability Report (hereafter referred as 'BRSR'). The disclosures include BRSR 9 Core attributes as per Annex I of SEBI circular dated 12 July 2023.

Reporting standard/framework

The disclosures have been prepared by Bajaj Auto in reference to:

- BRSR Core – Framework for assurance and ESG disclosures for value chain as per SEBI (Securities and Exchange Board of India) Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023.
- BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10 May 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated 11 July 2023.
- Greenhouse Gas Protocol: *A Corporate Accounting and Reporting Standard*.

Assurance Methodology/Standard

This assurance engagement has been carried out in accordance with DNV's VeriSustain™ protocol (v6.0), which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - *Assurance Engagements other than Audits or Reviews of Historical Financial Information*. DNV's VeriSustain™ Protocol has been developed in accordance with the most widely accepted reporting and assurance standards. Apart from DNV's VeriSustain™ protocol (v6.0), DNV team has also followed ISO 14064-3 - *Specification with guidance for the verification and validation of greenhouse gas statements*; ISO 14046 - *Environmental management - Water footprint - Principles, requirements, and guidelines* to evaluate indicators wrt. Greenhouse gases and water disclosures.

Intended User

The intended user of this assurance statement is the Management of Bajaj Auto Limited ('the Management').

Level of Assurance

Reasonable Level of assurance for BRSR 9 Core Attributes (Ref: Annexure I of SEBI circular)

Responsibilities of the Management of Bajaj Auto and of the Assurance Provider

The Management of Bajaj Auto has the sole responsibility for the preparation of the BRSR and is responsible for all information disclosed in the BRSR Core and BRSR Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. Bajaj Auto is also responsible for ensuring the maintenance and integrity of its website and any referenced BRSR disclosures on their website.

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

Scope, Boundary and Limitations

Scope

The scope of our engagement includes independent reasonable level of assurance of 'BRSR 9 Core Attributes' (Ref: Annexure I of SEBI Circular) for Financial Year (FY) 2023-24.

Boundary of our assurance work:

Reasonable assurance of BRSR 9 Core Attributes: Boundary covers the performance of Bajaj Auto operations in India that fall under the direct operational control of the Company's Legal structure. Based on the agreed scope with the Company, the boundary of reasonable assurance covers the operations of Bajaj Auto across all locations in India. The boundary for GHG footprint, water footprint, energy footprint and waste management related disclosures is 5 manufacturing plants located in India.

Limitation(s):

We performed a reasonable level of assurance for the BRSR Core reporting based on our assurance methodology DNV's VeriSustain™ protocol (v6.0).

The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of $\pm 5\%$ based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV relies on the third party audited financial reports of the Company and does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.
- The assurance engagement is based on the assumption that the data and information provided by the Company are complete, sufficient and authentic.

Assurance process

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of Bajaj Auto. We carried out the following activities:

1. Reviewed the disclosures under BRSR Core, encompassing the framework for assurance consisting of a set of Key Performance Indicators (KPIs) under 9 ESG attributes. The format of BRSR Core used as basis of reasonable level of assurance
2. Evaluation of the design and implementation of key systems, processes, and controls for collecting, managing and reporting the BRSR Core indicators
3. Assessment of operational control and reporting boundaries
4. Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with stakeholders to gather insights and corroborative evidence for each disclosed indicator.

5. Interviews with selected senior managers responsible for management of disclosures and review of selected evidence to support environmental KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
6. DNV audit team conducted on-site audits for data testing and also, to assess the uniformity in reporting processes and also, quality checks at different locations of the Company. Sites for data testing and reporting system checks were selected based on the percentage contribution each site makes to the reported indicator, complexity of operations at each location (high/medium/low) and reporting system within the organization. Sites selected for audits are listed in Annex-II.
7. Conduct a comprehensive examination of key material aspects within the BRSR Core framework supporting adherence to the assurance based on applicable principles plus specified data and information.
8. DNV teams conducted the:
 - Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness.
 - Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per DNV's VeriSustain™ protocol (v6.0) for reasonable level verification for the disclosures.

Conclusion

Reasonable level of Assurance- BRSR 9 Core Attributes

Based on our review and procedures followed for reasonable level of assurance, DNV is of the opinion that, in all material aspects, the BRSR 9 Core Attributes (as listed in Annex I of this statement) for FY 2023-24 are reported in accordance with reporting requirements outlined in BRSR Core (Annexure I of SEBI Circular dated 12 July 2023).

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 – Conformity assessment – General principles are requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct¹ during the assurance engagement and maintain independence wherever required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e. FY 2023-24, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of Bajaj Auto Limited. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process. To the best of our knowledge, we did not provide any services to Bajaj Auto Limited in the scope of assurance for the reporting period that could compromise the independence or impartiality of our work.

Purpose and Restriction on Distribution and Use

This assurance statement, including our conclusion has been prepared solely for the exclusive use and benefit of management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this assurance statement. The usage of this assurance statement shall be governed by the terms and conditions of the contract between DNV and Bajaj Auto and DNV does not accept any liability if this assurance statement is used for an alternative purpose from which it is intended, nor to any third party in respect of this assurance statement. No part of this assurance statement shall be reproduced, distributed or communicated to a third party without prior written consent.

For DNV Business Assurance India Private Limited

Ankita Parab
Lead Verifier,
Sustainability Services,
DNV Business Assurance India Private Limited, India.

Anjana Sharma
Assurance Reviewer,
Sustainability Services,
DNV Business Assurance India Private Limited, India.

Anamika Kumari (Verifier)
Himanshu Babbar (Verifier)

Mumbai: 07 June 2024

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>

ANNEX 1: Verified Data

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values	
1	Green-house gas (GHG) footprint Greenhouse gas emissions may be measured in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard*	Total Scope 1 emissions	MT of CO2e	22,567	
		Total Scope 2 emissions	MT of CO2e	70,110	
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover	MT CO2e/ Revenue from operations in ₹ crore	2.07	
		Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	MT CO2e/ Revenue from operations in ₹ crore adjusted to PPP	45.9	
		Total Scope 1 and Scope 2 emission intensity in terms of physical output	MT CO2e/unit of vehicle produced	0.02	
2	Water footprint	Total water consumption	KL	12,35,962	
		Water consumption intensity	KL/ Revenue from operations in ₹ crore	27.6	
			KL / Revenue from operations in ₹ crore adjusted for PPP	613.1	
			KL/ unit of vehicle produced	0.28	
		Water Discharge by destination and levels of Treatment	KL	9,008	
3	Energy footprint	Total energy consumed	Mega Joules (MJ)	72,54,29,886	
		% of energy consumed from renewable sources	In % terms	6.86	
		Energy intensity	MJ/ Revenue from operations in ₹ crore adjusted for PPP	3,59,865	
			MJ/ Revenue from operations in ₹ crore	16,234	
4	Embracing circularity - details related to waste management by the entity	Hazardous waste	MJ/ unit of vehicle produced	166.8	
			Plastic waste (A)	MT	338
			E-waste (B)	MT	82
			Bio-medical waste (C)	MT	0.1
			Construction and demolition waste (D)	MT	6,859
			Battery waste (E)	MT	63
		Radioactive waste (F)	MT	Nil	
		Industrial ETP Sludge	MT	287	
		Discarded Asbestos sheet waste	MT	63	
		Empty barrels/containers/liners contaminated with hazardous chemicals /wastes	MT	379	
		Process wastes, residues and sludges	MT	509	
Process wastes, residues and sludges	MT	460			
Others		455			
Total Hazardous Waste (G)	MT	2,153			

ANNEX 1: Verified Data

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values
		Non-hazardous waste		
		Factory Rubbish	MT	1,631
		MS Turning / Boring Scrap	MT	893
		Non-Ferrous scrap	MT	252
		STP sludge/ Biomass	MT	201
		Canteen Waste & Garbage	MT	368
		Others	MT	53
		Total Non-Hazardous Waste (H)	MT	3,398
		Total (A + B + C + D + E + F + G + H)	MT	12,894
		Waste intensity per rupee of turnover from operations	MT/ Revenue from operations in ₹ crore	0.29
		Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	MT / Revenue from operations in ₹ crore adjusted for PPP	6.39
4	Embracing circularity - details related to waste management by the entity	Waste intensity	MT/ unit of vehicle produced	0.0029
		Total waste recovered through recycling, re-using or other recovery operations		
		(i) Recycled	MT	4,154
		(ii) Re-used	MT	350
		Total	MT	4,504
		Total waste disposed by nature of disposal method		
		(i) Incineration	MT	665
		(ii) Landfilling	MT	7,583
		(iii) Other disposal options	MT	142
		Total	MT	8,390
		Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company (Excluding Workers)	In % terms	0.15%
5	Enhancing Employee Wellbeing and Safety		Number of Permanent Disabilities	Employees: Nil Worker: Nil
		Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites)	Total recordable work-related injuries	Employees: Nil Worker: 2
			Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees: Nil Worker: 0.16
			No. of fatalities	Employees: Nil Worker: Nil
		Gross wages paid to females as % of wages paid	In % terms	3.9%
6	Enabling Gender Diversity in Business		Total Complaints on Sexual Harassment (POSH) reported	2
		Complaints on POSH	Complaints on POSH as a % of female employees / workers	0.5%
			Complaints on POSH upheld	1

ANNEX 1: Verified Data

Sr. No.	Attribute	Parameter	Unit of Measures	Assured Values
		Input material sourced from following sources as % of total purchases –and from within India	Directly sourced from MSMEs/ small producers (In % terms – As % of total purchases by value)	18.4
			Directly sourced from within India	
7	Enabling Inclusive Development		Location	97
		Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent / on contract) as % of total wage cost	Rural	Nil
			Semi-urban	26%
			Urban	6%
			Metropolitan	68%
8	Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events	In % terms	Nil
		Number of days of accounts payable	(Accounts payable *365) / Cost of goods/services procured	60
			Purchases from trading houses as % of total purchases	3.5%
			Number of trading houses where purchases are made from	21
			Purchases from top 10 trading houses as % of total purchases from trading houses	91%
9	Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties	Sales to dealers / distributors as % of total sales	99%
		Loans and advances & investments with related parties	Number of dealers / distributors to whom sales are made	1,794
			Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	22%
			Share of RPTs (as respective %age) in	
			Purchases	1%
			Sales	5%
			Loans & advances	Nil
			Investments	15%

Note:

* Calculation of Scope 1 GHG emissions are based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report. Scope 2 GHG emissions for Indian operations are calculated based on the Grid Electricity EF - Central Electricity Authority, Govt. of India, CO₂ baseline database for Indian Power Sector, version 19, December 2023 EF considered (including RES & Captive power injection into grid) is 0.716 kgCO₂ per kWh.

ANNEX 2: Sites selected for audits

Sr. No.	Site	Location
1.	Corporate office	Akurdi, Maharashtra
2.	Manufacturing plants- on-site	Chakan-I, Maharashtra Akurdi, Maharashtra Waluj, Maharashtra

LIST OF ABBREVIATIONS

BAVA	Bajaj Auto Vendor Association
CETP	Common Effluent Treatment Plant
CFT	Cross Functional Teams
CoC	Code of Conduct
CSR	Corporate Social Responsibility
CTL	Chetak Technology Ltd.
CTO	Consent To Operate
DC	Designated Consumer
ELV	End-of-Life Vehicles
EPR	Extended Producer Responsibility
ESG	Environment, Social, Governance
ETP	Effluent Treatment Plant
GHG	Greenhouse Gas
HAZOP	Hazard and Operability Study
HIRA	Hazard Identification and Risk Assessment
IMDS	International Material Data System
JSA	Job Safety Analysis
LCA	Life Cycle Assessment
MHE	Material Handling Equipment
MPCB	Maharashtra Pollution Control Board
NGRBC	National Guidelines on Responsible Business Conduct
NPS	Net Promoter Score
NVD	New Vehicle Delivery
OEM	Original Equipment Manufacturer
PCB	Pollution Control Board
PTW	Permit-to-Work
R&D	Research & Development
REACH	Registration, Evaluation, Authorisation and Restriction of Chemicals
RO	Reverse Osmosis
RPT	Related Party Transaction
SCADA	Supervisory Control And Data Acquisition
SEBI	Security Exchanges Board of India
SOT	Safety Observation Tour
SVHC	Substances of Very High Concern
TPM	Total Productive Maintenance
ZLD	Zero Liquid Discharge

DISCLAIMER: The responses for a few questions have been answered in a manner to enhance readability. Therefore, some variations can be seen while comparing with the XBRL version of this file which has been submitted to the stock exchanges.