

Popular Vehicles & Services

Popular Vehicles and Services Ltd
Kuttukaran Centre
Mamangalam, Kochi 682025
T 0484 2341134, 2340143
www.popularmaruti.com
Email: cs@popularv.com
CIN L50102KL1983PLC003741
KERALA - GSTIN 32AABCP3805G12W
TAMIL NADU- GSTIN 33AABCP3805G1ZU

Date: 29th August, 2024

To,
BSE Limited ("BSE"),
Corporate Relationship
Department,
2nd Floor, New Trading Ring,
P.J. Towers, Dalal Street,
Mumbai - 400 001.

To,
**National Stock Exchange of India
Limited ("NSE")**,
"Exchange Plaza",
Plot No. C-1, Block G,
Bandra Kurla Complex, Bandra
(East), Mumbai - 400 051.

Scrip Code: 544144
ISIN: INE772T01024

NSE Code: PVSL
ISIN: INE772T01024

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for FY 2023-24

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the FY 2023-24, which forms part of the Annual Report for the FY 2023-24, submitted to the Exchanges vide letter dated 29th August, 2024.

Kindly take the same to your records.

Thanking you,

Yours faithfully,

For Popular Vehicles and Services Limited

Varun T.V.
Company Secretary & Compliance Officer
Membership No: A22044
Place: Kochi



ANNEXURE E

Business Responsibility & Sustainability Report

Section A) General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L50102KL1983PLC003741
2.	Name of the Listed Entity	Popular Vehicles and Services Limited
3.	Year of incorporation	05-07-1983
4.	Registered office address	KUTTUKARAN CENTRE, MAMANGALAM, COCHIN, ERNAKULAM, KERALA, INDIA, 682025
5.	Corporate address	KUTTUKARAN CENTRE, MAMANGALAM COCHIN, ERNAKULAM, KERALA, INDIA, 682025
6.	E-mail	cs@popularv.com
7.	Telephone	0484-2341134, 2340143
8.	Website	www.popularmaruti.com
9.	Financial year for which reporting is being done	2023-2024
10.	Name of the Stock Exchange(s) where shares are listed	NSE and BSE
11.	Paid-up Capital	142396396
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. Benny K.J., Vice President-Human Resource Contact Details: Phone: 0484 2341134 Email: benny.kj@popularv.com
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)	The disclosures under this report are made on a standalone basis.
14.	Name of the assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Product & Services

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

S No	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1	Trade	Retail Trading	100%

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

S No	Product /Service	NIC Code	% of the total turnover contributed
1	Wholesale and retail sale of new vehicles (passenger motor vehicles, ambulances, minibuses, jeeps, trucks, trailers and semi-trailers)	45101	71%
2	Wholesale and retail sale of used motor vehicles	45102	11%
3	Maintenance and repair of motor vehicles	45200	9%
4	Sale of motor vehicle parts and accessories	45300	9%

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	0	207	207
International	0	0	0

19. Markets served by the entity:

a. Number of Locations

Locations	Number
National (No. of States)	2
International (No. of Countries)	0

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

0

c. A brief on types of customers:

- New Vehicle Buyers:** PVSL is often chosen for purchasing cars due to their convenient locations and efficient services.
- Periodic Maintenance:** PVSL offer periodic maintenance services including a thorough check up of all critical components of vehicle.
- Vehicle Repair Services:** PVSL offers the service of certified technicians with the ability to repair everything from major vehicle damage to finer cosmetic issues including accident repairs.
- Pre-owned Vehicles Customers:** Customers preferring to own or sell any pre-owned vehicle is catered to by Maruti True Value Division.
- Driving Learners:** PVSL offers meticulously designed courses that help transform beginners into skilled and confident drivers.
- Insurance Renewals:** PVSL offers Insurance renewal services to Customers throughout the life of the vehicle.

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IV. Employees

20. Details at the end of Financial Year

a. Employees and workers (including differently abled):

SL No.	Particulars	Total	Male		Female	
		(A)	No.(B)	%(B/A)	No.(C)	%(C/A)
Employees						
1	Permanent(D)	1723	1541	89.44%	182	10.56%
2	Other than permanent(E)	133	130	97.74%	3	2.26%
3	Total Employees (D+E)	1856	1671	90.03%	185	9.97%
Workers						
4	Permanent(F)	3544	2660	75.06%	884	24.94%
5	Other than permanent(G)	787	567	72.05%	220	27.95%
6	Total Employees(F+G)	4331	3227	74.51%	1104	25.49%

20. b Differently Abled Employees & Workers

SL No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1	Permanent(D)		Currently we do not have a structured tracking, however we have a few differently abled employees working with us. We also do not discriminate such candidates for employment with us.			
2	Other than permanent(E)					
3	Total Employees(D+E)					
Differently Abled Workers						
4	Permanent(F)		Currently we do not have a structured tracking, however we have a few differently abled employees working with us. We also do not discriminate such candidates for employment with us			
5	Other than permanent(G)					
6	Total Employees(F+G)					

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No.(B)	% (B/A)
Board of directors	7	1	14%
Key Management Personnel	3	0	0%

22. Turnover rate for permanent employees and workers.

(Disclose trends for the past 3 years)

	FY 2023-24			FY 2022-23			FY 2021-22		
	(Turnover Rate in current FY)			(Turnover Rate in previous FY)			(Turnover Rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24.78%	19.40%	24.23%	25.31%	19.53%	24.71%	17.41%	13.61%	17.04%
Permanent Workers	38.22%	34.06%	37.20%	34.01%	28.32%	32.70%	24.65%	18.37%	23.22%

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

0%

c. A brief on types of customers

The company serves a diverse customer base across Kerala and in Bangalore, and Chennai. The company caters primarily to individuals and families seeking reliable and affordable vehicles, with a focus on Maruti Suzuki cars. Their customers include first-time car buyers, professionals, and small businesses, particularly those interested in hatchbacks, sedans, and SUVs. The company also offers specialized services for commercial customers, including cargo vehicles and financing options, reflecting a broad customer profile ranging from private car owners to commercial enterprises.

V. Holding, Subsidiary and Associate Companies (Including joint ventures)

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Popular Mega Motors (India) Private Limited	Wholly Owned Subsidiary	100%	No
2	Popular Autoworks Private Limited	Wholly Owned Subsidiary	100%	No
3	Popular Auto Dealers Private Limited	Wholly Owned Subsidiary	100%	No
4	Kuttukaran Cars Private Limited	Wholly Owned Subsidiary	100%	No
5	Kuttukaran Green Private Limited (former Kuttukaran Pre Owned Cars Private Limited)	Wholly Owned Subsidiary	100%	No
6	Keracon Equipments Private Limited	Wholly Owned Subsidiary	100%	No
7	Prabal Motors Private Limited	Wholly Owned Subsidiary	100%	No
8	Vision Motors Private Limited	Wholly Owned Subsidiary	100%	No

VI. CSR Details

4 24.

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)
- (ii) Turnover (in Rs.): ₹ 26,615.96 Millions
- (iii) Net worth (in Rs.): ₹ 4,924.28 Millions

VII. 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. Yes/No (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities Investors (Other than Shareholders) Shareholders Employees & Workers	YES https://www.popularmaruti.com/investor-relations/wp-content/uploads/2024/01/Whistle-Blower-Policy.pdf			No complaints or grievances were received from communities, Investors, shareholders and employees.			
Customers	YES https://www.popularmaruti.com/investor-relations/wp-content/uploads/2024/01/Whistle-Blower-Policy-.pdf	85099		7% - Reported unjustified complaints which is reported to OEM Level and force closed	82265		12% - Reported unjustified complaints which are reported to OEM Level and force closed
Value Chain Partners Other (Please specify)				No complaints or grievances were received from communities, value chain partners or any other stakeholders			

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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, the rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

SL No	Material Issue Identified	Indicate whether Risk / Opportunity (R/O)	The rationale for Identifying Risk or Opportunity	Approach to Adapt or Mitigate (In case of risk)	Financial Implication of Risk or Opportunity (Indicate positive or negative implications)
1	Emission Regulations	Risk	Increasing regulatory pressure on vehicle emissions	Develop and promote the sale of electric vehicles (EVs) and invest in emission control technologies	Negative: Increased costs for compliance and technology upgrades. Positive: Potential market for EVs
2	Renewable Energy Adoption	Opportunity	Shift towards sustainable energy sources	Invest in renewable energy sources for dealership operations and promote EVs	Positive: Reduced operational costs and enhanced brand reputation
3	Waste Management	Risk	Regulatory requirements for proper disposal of automotive waste	Implement comprehensive waste management systems and recycling programs	Negative: Initial investment in waste management systems. Positive: Long-term cost savings and regulatory compliance
4	Customer Demand for EVs	Opportunity	Increasing consumer preference for environmentally friendly vehicles	Expand the EV product range and provide incentives for EV purchases	Positive: Increased sales and market share in the EV segment
5	Labor Practices	Risk	Ensuring fair labour practices and inclusivity	Develop policies and training programs to ensure compliance with labour laws and promote inclusivity.	Negative: Initial costs for policy development and training programs. Positive: Improved employee morale and retention
6	Energy Efficiency in Operations	Opportunity	Need to reduce operational costs and carbon footprint	Implement energy-efficient practices and technologies in dealership operations	Positive: Reduced energy costs and lower carbon footprint
7	Community Engagement and Development	Opportunity	Building strong relationships with the local community	Engage in corporate social responsibility (CSR) activities and community development projects	Positive: Enhanced brand reputation and customer loyalty
8	Water Use and Conservation	Risk	Regulatory and community pressure to manage water resources sustainably	Implement water-saving technologies and practices in dealership operations	Negative: Costs associated with implementing water conservation measures. Positive: Long-term savings and improved community relations
9	Climate Change Impact	Risk	Potential disruption to supply chain and operations due to climate events	Develop and implement a climate resilience plan for operations and supply chain	Negative: Costs for developing and implementing resilience measures. Positive: Increased resilience and reduced operational disruptions

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 Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	No, our company has not formulated its corporate governance policies specifically in line with the NGRBCs (National Guidelines on Responsible Business Conduct) 9 principles. However, we have developed several policies, including CSR (Corporate Social Responsibility), Code of Conduct, and other relevant policies aimed at protecting the interests of our stakeholders and upholding human rights. While these policies do address some aspects of the NGRBC principles, a comprehensive alignment with all nine principles has not yet been achieved. Going forward, the company is planning to expand its corporate governance policies to cover the NGRBC principles. Hence response to the following disclosure are based on the existing policies								
b. Has the policy been approved by the Board? (Yes/No) (Existing Policies)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.popularmaruti.com/investor-relations/governance/policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001:2015								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Nil								
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): Statement of the ESG is included in the Chairman's Address to the shareholders on page No. 14									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Naveen Philip Managing Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No).	Yes. CSR and Stakeholders Relationship Committee addresses key aspects of the Sustainability related issues.								
If yes, details.									

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, our adherence to statutory principles and requirements substantially covers the principles, ensuring comprehensive compliance.									Our adherence to statutory principles, requirements, and other applicable laws ensures that the company's management conducts meetings based on the requirements. These meetings are scheduled as necessary, rather than on a fixed yearly, half-yearly, or other periodic basis.								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, Name of the agency.										P1	P2	P3	P4	P5	P6	P7	P8	P9
										N	N	N	N	N	N	N	N	N

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	N	N	N	N	N	N	N	N	N
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N	N	N	N	N	N	N	N	N
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N	N	N	N	N	N	N	N	N
It is planned to be done in the next financial year (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
Any other reason (please specify)	Nil								

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	% of persons in respective category covered by the awareness programmes
Board of Directors	0	0	0
Key Managerial Personnel	0	0	0
Employees other than BoD and KMPs	0	0	0
Workers	0	0	0

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):

A. Monetary

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Penalty/Fine	NIL	NIL	NIL	NIL	NIL
Settlement	P1	Deputy Labour Commissioner, Kozhikode.	₹ 2,33,690	<p>During a routine inspection on 18th January 2014 at the Company's Vadakara Service Centre, Kozhikode, the Assistant Labour Officer (ALO) Vadakara found that the Company has paid lesser wages than the wages fixed under the Minimum Wages Act 1948, in the respective categories to 14 employees of the Service Centre. The ALO has further entered into a finding that a total amount of ₹2,33,690/- payable to aforesaid employees are due and hence filed the petition, MCP No. 12/2014, against the then MD - Mr. Francis K. Paul, before the Court of Authority for Minimum Wages, Kozhikode.</p> <p>The above MCP No. 12/2014 was finally disposed of vide order dated 17th August 2023 by the Deputy Labour Commissioner, Kozhikode, directing PVSL to pay a total amount of Rs.2,33,690/- being the minimum wages arrears under Section 20(3) of the Minimum Wages Act, 1948, for the period from July 2013 to December 2013. The order was complied with and settled by depositing an amount of Rs. 2,33,690 via cheque/ DD No. 469654 before the Deputy Labour Commissioner, Kozhikode on October 12, 2023.</p>	NO

Particulars	NGRBC Principle	Name of the regulatory / Enforcement agencies/judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred ? (Yes/No)
Settlement	P1	Deputy Labour Commissioner, Kozhikode.	₹ 1,12,875	<p>During a routine inspection on 15th September 2018 at the Company's Kozhikode Service Centre, the Assistant Labour Officer of Kozhikode 2nd Circle, found that the Company has paid lesser wages than the wages fixed under the Minimum Wages Act 1948, in the respective categories to 12 employees of the Service Centre. The ALO has further entered into a finding that a total amount of Rs.1,12,875 /-payable to aforesaid employees are due and hence filed a petition, MCP No.36/2019 against the then MD- Mr. John K. Paul before the Court of Authority for Minimum Wages, Kozhikode.</p> <p>The above MCP No. 36/2019 was finally disposed of vide order dated 26th August 2023 by the Deputy Labour Commissioner, directing PVSL to pay a total sum of ₹1,02,614/- to the opposite parties being the minimum wages arrears under Section 20(3) of the Minimum Wages Act, 1948, for the period from March 2018 to August 2018, along with a compensation of ₹10,261. The order was complied with and settled by depositing an amount of ₹1,12,875/- via cheque/ DD No. 469653 before the Deputy Labour Commissioner, Kozhikode on October 12, 2023.</p>	
Compounding Fee	0	0	0	0	0

B. 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	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL

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

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

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide the details in brief and if available, provide a web-link to the policy. NIL
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

6. Details of complaints with regard to conflict of interest

Particulars	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. NIL
8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	19	7

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses.	0	0
Concentration of Sales	a. Sales to dealers /distributors as % of total sales	0	0
	b. Number of dealers/ distributors to whom sales are made	51	42
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	79%	80%
Share of RPTS in	a. Purchases (purchases with related parties/Total purchases)	0.53%	0.92%
	b. Sales (Sales to related parties/Total Sales)	0.05%	0.03%
	c. Loans and advances(Loans and advances given to related parties/Total loans and advances)	100%	100%
	d. Investments (Investments in related parties/Total investments made)	83.79%	99.75%

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

Essential Indicators:

- 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.

Category	Current Financial Year FY 2023-24	Previous Financial Year FY 2022-23	Details of improvements in environmental and social impacts
R&D	0	0	0
Capex	0	0	0

In case the entity desires to disclose any benefits other than those specified in this field, additional columns may be added for such disclosures.

The company is a dealer for a leading automobile brand, and the vehicles we sell are manufactured in green manufacturing facilities. These products undergo continuous technological improvements through our OEM's R&D efforts, enhancing both safety and fuel efficiency.

2. Sustainable Sourcing

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)
- If yes, what percentage of inputs were sourced sustainably?

We source vehicles from OEMs and auto parts manufacturers, all of which have well-laid-out sustainable practices. Hence, our main source partners are committed to sustainability.

3. Describe the processes in place to reclaim products for reusing, recycling, and disposing at the end of life for:
 - a. Plastics (Including Packaging)
 - b. E-Waste
 - c. Hazardous waste
 - d. other waste
Nil

4. Extended Producer Responsibility (EPR)

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, steps taken to address the same.

Not applicable

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

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

Category	% 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	1541	1541	100%	1541	100%	0	0	1186	76.96%	0	0
Female	182	182	100%	182	100%	182	100%	0	0	0	0
Total	1723	1723	100%	1723	100%	182	10.56%	1186	68.83%	0	0
Other than permanent employees											
Male	130	0	0%	130	100%	0	0	0	0	0	0
Female	3	0	0%	3	100%	3	100%	0	0	0	0
Total	133	0	0%	133	100%	3	2.26%	0	0	0	0

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In case the entity desires to disclose any benefits other than those specified in this field, additional columns may be added for such disclosures.

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

Category	% of workers 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	2660	2660	100%	2660	100%	0	0	1477	56%	0	0
Female	884	884	100%	884	100%	884	100%	0	0	0	0
Total	3544	3544	100%	3544	100%	884	24.94%	1477	41.68%	0	0
Other than permanent workers											
Male	567	0	0%	567	100%	0	0	0	0	0	0
Female	220	0	0%	220	100%	220	100%	0	0	0	0
Total	787	0	0%	787	100%	220	27.95%	0	0	0	0

In case the entity desires to disclose any benefits other than those specified in this field, additional columns may be added for such disclosures.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.06%	0.04%

2. Details of retirement benefits, for current FY and previous financial year

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)	Number of employees covered as % of total employees	Number of Workers covered as % of total employees	Deducted and deposited with the authority (Y/N/N.A)
PF	91.70%	82.31%	Y	88.28%	63.57%	Y
Gratuity	91.65%	82.31%	Y	88.22%	63.46%	Y
ESI	49.14%	80.10%	Y	50.26%	62.29%	Y
Others – specify	42.56%	2.22%	Y	38.01%	1.29%	Y

3. Accessibility of workplaces

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

14 Not all our premises are accessible for differently abled

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.

Currently we do not have a documented policy on the subject, however we don't discriminate differently abled people for employment

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	Currently, we do not have a mechanism in place to monitor the return to work and retention rates of permanent employees and workers who have taken parental leave. However, we acknowledge the importance of this aspect and are exploring ways to implement a monitoring system to better support our employees in the future.			
Female				
Total				

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.

Particulars	Yes/No (if yes then give details of the mechanism in brief)
Permanent Workers	Yes, in the event of a work-related grievance, all our employees/workers can first raise it with their respective reporting managers, who will initiate the redressal process. If the concern or complaint is against the reporting manager, the employee can escalate it to the next level manager. The employee's HR SPOC will also partner in the redressal process.
Other than Permanent Workers	
Permanent Employees	
Other than permanent Employees	

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s)	% B/A	Total employees /workers in respective category (A)	Total employees/ workers in respective category, who are part of association (s) or Union (s)	% B/A
Total Permanent Employees						
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL
Total Permanent Workers						
Male	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL

8. Details of Training imparted to the employees and workers on health & safety measures and on skill upgradation

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	Total (A)	On health and safety Measures		On skill upgradation		Total (D)	On health and safety Measures		On skill upgradation	
		No. B	% (B/A)	No.C	% (C/A)		No. (E)	% (E/D)	No.(F)	%(F/D)
Employees										
Male	The company has not implemented a formal training regimen on health & safety measures or skill upgradation. However, a few training programs have been conducted at the local level at our outlets to address these areas on an as-needed basis.									
Female										
Total										
Workers										
Male										
Female										
Total										

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No.(B)	% (B/A)	Total C	No.(D)	% (D/C)
Employees						
Male	The number of reviews conducted is not recorded. However, we have a process for the annual performance review of all our employees, where reporting managers discuss career and progression plans with their respective employees.					
Female						
Total						
Workers						
Male						
Female						
Total						

10. Health and safety management system

- a. Whether the entity has implemented an occupational health and safety management system? (Yes/ No). If yes, the coverage such system?

Currently we don't have a policy in this regard. Going forward the management is planning to have a comprehensive H&S management system.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? Currently we don't have a policy in this regard.
- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N) NO
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, we have a tie-up with Aster DM Health Care and Kinder Hospitals in a few of our locations to provide health care at a subsidised rate.

11. Details of safety related incidents

Safety Incident / Number	Category	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) Per One million -person hours worked	Employees Workers	We are in the process of implementing a comprehensive system to monitor safety-related incidents. This new system will enable us to systematically track, record, and analyze all safety incidents across our operations. By doing so, we aim to identify potential hazards, address recurring issues, and implement preventive measures to ensure a safer work environment for all our employees. Additionally, this system will provide real-time reporting capabilities, facilitate better communication of safety protocols, and enhance our overall safety management practices.	
Total recordable work-related injuries	Employees Workers		
No of fatalities	Employees Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

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12. Describe the measures taken by the entity to ensure a safe and healthy work-place.

To ensure a safe and healthy workplace, we conduct regular inspections and maintenance by certified authorities, implement robust safety protocols, provide comprehensive training, and conduct emergency response drills and first aid training.

13. Number of complaints made by employees and workers

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolutions at the end of the year	Remarks	Filed during the year	Pending resolutions at the end of the year	Remarks
Working Conditions Health & Safety	Currently, we have no mechanism to record the number of safety and health complaints made by employees and workers. However, we are in the process of implementing a system to address this. Any such complaints received have been addressed and resolved at the local branch level.					

14. Assessments for the year

Particulars	% of plants and offices that were assessed (By entity or statutory authorities or third parties)
Health and safety practices	Nil
Working Conditions	

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

Nil

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

Essential Indicators:

1. Describe the process for identification of key stakeholder groups of the entity.

Popular Vehicles and Services Limited (PVSL) recognizes stakeholders as valued partners in its mission for long term value creation. Effective stakeholder involvement is crucial for achieving the company's strategic goals. PVSL has recognized both internal and external stakeholders. At present, the stakeholders who significantly influence the Company's operations and functioning comprises employees, shareholders, customers, vendors, insurance companies, OEM, local communities, government and regulators and lenders.

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> • Real time engagement • Email • HR application (Voyonfolks) • Notice board • Daily meeting and briefings. • Townhall meetings • Timely internal communications • Whatsapp Group 	Ongoing	At PVSL employees form the core of the business and service. Engagements with them help to analyze working environment, career enhancement, health, safety and engagement activities.
Shareholders	No	<ul style="list-style-type: none"> • AGMs, public and media announcements • Website • Stock exchange disclosures • Annual Report • Quarterly investor calls • Dedicated external Investor Relations team. 	Quarterly & Annually	Shareholders are fundamental to business growth and development.
Customers	No	<ul style="list-style-type: none"> • Direct feedback • Social media handles • Website, E-mail • Periodic market research. 	Ongoing	PVSL has been the choice for customers. Customer feedback helps the company improve its services.
Vendors	No	<ul style="list-style-type: none"> • E-mail • Telephone 	Ongoing	Vendors are integral part and their services influence the business operations and quality of customers experience.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Insurance Companies	No	<ul style="list-style-type: none"> E-mail Telephone Meetings 	Ongoing	PVSL offers insurance renewal services and positive relationship with insurance companies ensure the quality, efficiency, reliability of the services.
OEM	No	<ul style="list-style-type: none"> E-mail Telephone Meetings Dealer Management System. 	Ongoing	Being franchise model, the OEM interactions/relations/communications is integral to the success of the business.
Local Communities	No	<ul style="list-style-type: none"> CSR partnerships Minimisation of the company's environmental footprint. 	Ongoing	The livelihood, heritage and culture of regions the company operates in, is important for the long term viability of the business.
Government & Regulators	No	<ul style="list-style-type: none"> Participation in Government consultation programmes Compliance with all applicable laws. Representation through Industry bodies. 	Ongoing	Compliance with applicable laws and regulations help maintain a positive relation with Government and is essential to drive important policies in the sector.
Lenders(Banks/ NBFCs)	No	<ul style="list-style-type: none"> Meetings Sharing regular updates on financial performance. Ongoing communication and relationship 	Ongoing	Caters to the financial assistance for the growth and diversification of the company.

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:

The company hasn't provided any training programmes for employees on Human rights in FY24.

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than Minimum Wage	
		No.(B)	%(B/A)	No.(C)	%(C/A)		No. (E)	%(E/D)	No.(F)	%(F/D)
Employees										
Permanent										
Male	1522	6	0.39%	1510	99.21%	1505	9	0.60%	1491	99.07%
Female	180	1	0.56%	179	99.44%	174	0	0.00%	173	99.43%
Other than Permanent										
Male	121	5	4.13%	59	48.76%	221	8	3.62%	110	49.77%
Female	3	1	33.33%	1	33.33%	2	0	0.00%	2	100.00%
Workers										
Permanent										
Male	2679	429	16.01%	2171	81.04%	2137	344	16.10%	1402	65.61%
Female	886	79	8.92%	782	88.26%	727	100	13.76%	523	71.94%
Other than Permanent										
Male	576	36	6.25%	118	20.49%	1250	56	4.48%	192	15.36%
Female	220	18	8.18%	59	26.82%	391	20	5.12%	81	20.72%

3. Details of remuneration/ salary/ wages (including differently abled)

Category	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors	6	Rs. 31,26,666	1	Rs. 25,26,666
Key Managerial Personal	3	Rs. 72,89,593	0	Not Applicable
Employees other than BoD and KMP	0	0	0	0
Workers	0	0	0	0

Category	Wages	Median
Employees & Workers	1,25,69,40,462	1,70,000
KMP	1,85,77,073	40,45,000

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	18.3%	17.83%

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

No

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

Nil

6. Disclosure of complaints made by employees and workers on sexual harassment, discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages or other human rights related issues.

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending Resolution at the end of the year	Remarks	Filed During the Year	Pending Resolution at the end of the year	Remarks
Sexual Harassment	2	Nil	Settled	1	Nil	Settled
Discrimination at workplace	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human right related issues	0	0	0	0	0	0

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

	Current Financial Year	Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

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

The organisation is equipped to handle discrimination and harassment cases by ensuring confidentiality, enforcing strict anti-retaliation measures, providing support systems like counselling, and conducting regular follow-ups. These mechanisms are in place to protect the complainant and maintain a fair and safe working environment if such cases arise.

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

No

10. Assessments of the year

Category	% of plants and offices that were assessed (by the entity or by the statutory authorities or third parties)
Child Labour	Nil: Though not conducting specific assessments, the company regularly monitors workplace practices to prevent issues related to child labor, forced labor, sexual harassment, discrimination, and wage discrepancies. The company ensures that wages are paid according to agreements and legal requirements and has established rules and policies in these areas where mandatorily applicable.
Forced/Involuntary Labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)		
From renewable sources				
Total electricity consumption (A)	9608372.98 Watts	8572099.17 Watts		
Total fuel consumption (B)	The company acknowledges that it has not captured specific data on energy consumption, fuel usage, and energy intensity metrics during the year. However, recognizing the importance of this information, the company is actively working on establishing a mechanism to accurately capture and report these data points, commencing from FY25. This initiative is part of the company's ongoing commitment to enhancing its sustainability practices and improving transparency in reporting energy consumption and efficiency metrics in the future.			
Energy consumption through other sources (C)				
Total energy consumed from renewable resources (A+B+C)				
From non-renewable sources				
Total electricity consumption (D)				
Total fuel consumption (E)				
Energy consumption through other sources (F)				
Total energy consumed from non-renewable resources (D+E+F)				
Total energy consumed. (A+B+C+D+E+F)				
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)				
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)				
Energy intensity in terms of physical output				
Energy intensity (optional) – the relevant metric may be selected by the entity				

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

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, the remedial action taken, if any. Nil

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water Withdrawal by Source (In Kiloliters)		
(i) Surface water		The company acknowledges that it has not captured specific data on water withdrawal, consumption, and water intensity metrics during the year. However, recognizing the significance of this data for sustainability reporting, the company is in the process of establishing a robust mechanism to track and report these metrics starting from FY25.
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		

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

22 4. Provide the following details related to water discharge –

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		The company acknowledges that it has not captured specific data on water withdrawal, consumption, and water intensity metrics during the year. However, recognizing the significance of this data for sustainability reporting, the company is in the process of establishing a robust mechanism to track and report these metrics starting from FY25.
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No

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

Nil

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx			
Sox			
Particulate Mater			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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: Nil

7. Please provide the details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & their intensity

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO₂ equivalent		
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO₂ equivalent		
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
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: Nil

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

No

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	14237	13198
E-waste (B)	NIL	NIL
Bio-medical waste (C)	Not Applicable	Not Applicable
Construction and demolition waste (D)	Not Applicable	Not Applicable
Battery waste (E)	4598	3911
Radioactive waste (F)	NIL	NIL
Other Hazardous waste (G). Please specify if any	610217	Not Available
Other Non-hazardous waste generated (H) (Break-up by composition i.e by materials relevant to the sector	608422	544543
Total (A+B+C+D+E+F+G+H)	1237474	561652
Waste intensity per rupee of Turnover (Total waste generated / Revenue from operations)	NA	NA
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total waste generated / Revenue from operations adjusted for PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) –the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
i.Re-cycled	NIL	NIL
ii.Re-used	NIL	NIL
iii.Other recovery operations	NIL	NIL
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
i.Incineration	NIL	NIL
ii.Landfilling	NIL	NIL
iii.Other disposal operations	NIL	NIL
Total		

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

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

The company is committed to responsible waste management practices, ensuring that all hazardous and non-hazardous wastes are properly disposed of in accordance with environmental regulations. We prioritize reducing the use of hazardous and toxic chemicals in our processes and have implemented effective practices to manage such wastes. Our strategy includes minimizing waste generation, promoting recycling, and adopting safe disposal methods to protect the environment and support sustainability in our operations.

11. If the entity has operations/offices if any 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,

S. 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.
NIL			

12. Details of environmental impact assessments (EIA) 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
NIL					

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:

SL 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
	Nil	Nil	Nil	Nil

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.
- 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

SL No	Name of the trade industry chambers/associations	The reach of trade and industry chambers/associations (State/National)
1	Federation of Automobile Dealers Associations	National
2	Kerala Automobile Dealers Association	State
3	Cochin Chamber of Commerce & Industry	State
4	Not Applicable	Not Applicable
5	Not Applicable	Not Applicable
6	Not Applicable	Not Applicable
7	Not Applicable	Not Applicable
8	Not Applicable	Not Applicable
9	Not Applicable	Not Applicable
10	Not Applicable	Not Applicable

- Provide Details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regular authorities.

Name of authority	Brief of the case	Corrective actions taken
Nil		

Leadership Indicators

- Details of public policy positions advocated by the entity:

SL No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of review by Board (annually/half yearly /Quarterly / Others – Please specify)	Weblink, if available
	As an active member of various industry associations, the company, through these associations, advocates for public policy initiatives that benefit both customers and the automotive industry. These efforts focus on promoting policies that enhance customer satisfaction, safety, and industry growth, ensuring that the interests of all stakeholders are represented in the public policy discourse. This collaborative approach helps the company contribute to shaping a positive and sustainable future for the automotive sector.	Discussions with the peer group companies and Industry association members	No	Periodically	No

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Principle 8. Businesses should promote inclusive growth and equitable development

Essential Indicators

- 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 the project	SIA notification No.	Date of notification	Whether conducted by an Independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant weblink
Not applicable					

- Information on project (s) for which ongoing rehabilitation and resettlement (R&R) is being undertaken by the entity, in the following format -

SL No	Name of project for which R&R is ongoing	State	District	No. of project-affected families	% of PAFs covered by R&R	Amount paid to PAFs in FY (In INR)
Not Applicable						

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

Community members can approach our staff or senior managers at any of our locations to raise and resolve grievances. Additionally, they can contact us through email or phone for any concerns or issues. These mechanisms ensure that we remain accessible and responsive to the needs of the community, fostering open communication and effective grievance redressal.

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

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/small producers	6.91%	6.36%
Directly from within India	100%	100%

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

Location	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Rural	While exact data numbers are not available, we can confirm that a significant portion of our workforce comprises individuals from small towns, villages, and remote areas. These employees, whether permanent or on contract, contribute meaningfully to our operations, and their wages reflect our commitment to supporting job creation in these regions. We recognize the importance of rural and semi-urban employment and are dedicated to providing fair wages that contribute to the economic development of these communities.	
Semi-Urban		
Urban		

Principle 9. Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators

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

The Company boasts a robust internal hierarchy that promptly connects with customers, providing necessary explanations, support, and alternative solutions on both technical and logical aspects locally.

Other modes include channeling complaints and feedback through Sales Team and through e-mails.

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

Particulars	As a % of total turnover
Environmental and social parameters relevant to the product	0
Safe and responsible usage	0
Recycling and/or safe disposal	0

3. Number of consumer complaints in respect of the following

Particulars	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	85099				82265	
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	Nil	Nil	Nil	Nil	Nil	Nil

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

Particulars	Number	Reasons for recall
Voluntary recalls	NIL	NIL
Forced recalls	NIL	NIL

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

Policy is available but not hosted on the website.

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.

Nil

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches - NIL
- b. Percentage of data breaches involving personally identifiable information of customers - NIL
- c. Impact, if any, of the data breaches - NIL