

Business Responsibility and Sustainability Report

SECTION A:

GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity -	L34102MH1999PLC123296
2.	Name of the Listed Entity	Endurance Technologies Limited
3.	Year of incorporation	1999
4.	Registered office address	E-92, MIDC Industrial Area, Waluj, Chh. Sambhajnagar - 431 136, Maharashtra
5.	Corporate address	E-92, MIDC Industrial Area, Waluj, Chh. Sambhajnagar - 431 136, Maharashtra
6.	E-mail	investors@endurance.co.in
7.	Telephone	+91-240-2569600
8.	Website	www.endurancegroup.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	₹ 1,406,628,480
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<p>1. Mr. Anurang Jain Managing Director Contact number: +91 240 2569600 Email ID: corporate@endurance.co.in / vjr@endurance.co.in</p> <p>2. Mr. Ramesh Gehaney Director and Chief Operating Officer Contact number: +91 240 2569600 Email ID: corporate@endurance.co.in</p>
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 disclosure under this report is made on a standalone basis.
14.	Name of the assurance provider	This disclosure has not been assured by a third party.
15.	Type of assurance obtained	Not Applicable

II. Products/services

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

SR No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Manufacturing of auto components	98%

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

SR No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Aluminium die-cast products	24320	39%
2.	Suspension products	30913	34%
3.	Braking systems and transmission products	30913	18%

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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	19	5	24
International		Nil	

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	32

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

2.18%

c. A brief on type of customers

The Company primarily caters to Original Equipment Manufacturers (OEMs) of two, three, and four-wheeler vehicles, domestically, within India as well as exporting to OEMs in international markets. The Company's Aftermarket business caters to the retail market in India and select export markets for Suspension, Transmission, Braking Systems, and other value-added products through its distributors.

IV. Employees

20. Details as of the end of the Financial Year:

a. Employees and workers (including differently abled):

SR. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES*						
1.	Permanent (D)	2,134	2,040	95.6%	94	4.4%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total employees (D + E)	2,134	2,040	95.6%	94	4.4%
WORKERS						
4.	Permanent (F)	1,957	1,952	99.74%	05	0.26%
5.	Other than Permanent (G)	1,1049	9,675	87.56%	1,374	12.44%
6.	Total workers (F + G)	13,006	11,627	89.40%	1,379	10.60%

* Outsourced and off-roll personnel have not been considered

b. Differently abled employees and workers: Not Applicable

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

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21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel*	1	0	0%

*During the period under review, Mr. Anurang Jain, Mrs. Varsha Jain, Mr. Ramesh Gehaney and Mr. Satrajit Ray were Directors of the Company as well as Key Management Personnel ('KMP'). Hence, they are excluded from the count of KMP.

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17.20%	24.16%	17.46%	22.10%	25.81%	22.20%	20.83%	45.57%	21.40%
Permanent Workers	2.09%	25.00%	2.14%	3.68%	0.00%	3.67%	23.13%*	0.00%	23.13%*

*In FY 2021-22, the Company implemented a Voluntary Separation Scheme (VSS) for its permanent workers in some of its plants.

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

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

SR. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Endurance GmbH, Germany	Direct Subsidiary	93.65%	No
2.	Endurance Overseas Srl, Italy	Direct Subsidiary	95%	No
3.	Endurance SpA, Italy	Indirect Subsidiary	100%*	No
4.	Endurance Engineering Srl, Italy	Indirect Subsidiary	100%*	No
5.	Endurance Castings SpA, Italy	Indirect Subsidiary	100%*	No
6.	Endurance Adler SpA, Italy	Indirect Subsidiary	100%*	No
7.	Veicoli Srl, Italy	Indirect Subsidiary	100%*	No
8.	Frenotecnica Srl, Italy	Indirect Subsidiary	100%*	No
9.	New Fren Srl, Italy	Indirect Subsidiary	100%*	No
10.	GDS Sarl, Tunisia	Indirect Subsidiary	100%*	No
11.	Maxwell Energy Systems Private Limited, India ("Maxwell")	Direct Subsidiary	56%	No

* Shares held by the Company Overseas Srl, Italy, directly or indirectly.

Note: As of 31st March 2024, and as of the date of this report, the Company has one associate company, TP Green Nature Limited ("TP Green"), in which the company holds 26% of its share capital. However, the Company does not exercise any 'significant influence' in the management of its business affairs nor has any rights/obligations, except as its shareholder. Please refer to the 'Subsidiary companies' section of the Corporate Governance Report on page 117 for further details.

VI. CSR Details

24. (i) Whether CSR is applicable as per Section 135 of the Companies Act, 2013 (Yes/No): **Yes**

(ii) Turnover (in ₹): **78,710 million**

(iii) Net worth (in ₹): **38,053 million**

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VII. Transparency and Disclosure Compliances

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

The Company has identified employees, customers, investors, vendors, contractors, collaborators / technical partners, local community, and government/regulators as its key stakeholders.

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web-link for grievance redressal policy)	FY 2023-24			FY 2022-23		Remarks
		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	
Communities	Yes - A suggestions/ complaints register is placed at the Gram Panchayat, WoW Bus & the Old Age Day Care Centre. This is scheduled to be opened every fortnight or as informed.	0	0	-	0	0	-
Shareholders and Investors	Yes - Shareholders and other investors can raise their queries and concerns by sending email to investors@endurance.co.in . Grievances/complaints can also be raised on the grievance redressal platform of SEBI – SCORES. Contact details of the designated officials of the Company responsible for assisting and handling investor grievances are provided on the website of the Company at https://www.endurancegroup.com/investor-relations/ . Additionally, the Company has a Stakeholders' Relationship Committee responsible for enquiry into and redressal of grievances of shareholders/security holders and investors of the Company including complaints related to transmission/ transposition of shares, non-receipt of the annual report, non-receipt of declared dividends, general meeting related issues, etc.	0	0	-	01	0	Closed as of 31 st March 2023.
Employees and workers	The Company has a Grievance Policy to address Employee and worker grievances and also has a Vigil Mechanism-cum-Whistle Blower Policy. https://www.endurancegroup.com/wp-content/uploads/2022/11/Whistle-Blower-policy.pdf Refer to Principle 3, Essential Indicator 6 for details	908*	23	Includes issues like welfare, infrastructure, health and safety and working conditions.	3	0	POSH complaints

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Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers# (OEM and After Market Distributors)	Yes- Customers can reach out to the Company with their queries related to products/services or any other grievances. Contact details for customer feedback/grievances are: <ul style="list-style-type: none"> Email ID: marketing@endurance.co.in and customercare@endurance.co.in; Contact no.: 0240-2569723 and +91 8010187593; Address: E-94, MIDC Industrial Area, Waluj, Chh. Sambhajinagar - 431136, Maharashtra. 	960**	15	All complaints were resolved within the established turnaround time. The outstanding complaints will be resolved within due course.	123	0	All complaints were resolved satisfactorily
Value Chain Partners (Suppliers and Vendors)	Yes – The Company has an online “Issue Tracking System (ITS)” within the Endurance Vendor Portal (Vendor Access System) for suppliers to register and track the resolution of their issues/queries. Concerns are directed to plant-specific SPOCs who are responsible for resolution within a specified timeframe. The system also generates email notifications for Endurance SPOCs and supplier-side MD/CEOs.	02	0	All resolved	02	0	All valid complaints were resolved.
Other (please specify)	NA				NA	NA	NA

Note: The status of complaints received and resolved, is as on 31st March, 2024.

*The Company developed a Grievance Management Policy in 2023 and established a mechanism to monitor worker complaints and feedback related to Infrastructure, health and safety, working conditions and wages and has expanded its employee grievance mechanism from 2024. The number of complaints are not comparable.

#The number of complaints includes concerns raised by distributors, including those on behalf of the end consumer. Any product replacements due to manufacturing defects are covered under the Company's replacement policy and are not included in this count.

**The classification and categorization of customer complaints have been redefined in FY 2023-24, and hence the numbers are not comparable.

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

SR. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Environmental Impact (Climate, Energy, Waste)	Risk	<p>Globally, climate change risks are leading to regulations tightening, posing compliance headwinds. Additionally, customers, investors, and other stakeholders are also concerned with GHG emissions and climate impacts.</p> <p>Poor waste management practices lead to compliance/regulatory risks as well as pollution, health risks, etc. to the Company's communities.</p>	<p>The Company has constituted an Energy Conservation team across all locations to drive improvements in energy conservation and GHG reduction. These include improving the Company's renewable mix, cleaner fuels, and investments in energy-efficient equipment.</p> <p>For more details, please refer to Principle 6, Essential Indicators 1 and 7 for quantification and 8 for projects.</p> <p>Additional commentary is available in the section on "Championing environmental stewardship" in the Annual Report on Pages 44-45.</p>	Negative
		Opportunity	<p>Resource efficiency improvements for energy and waste reduce costs, boosting competitiveness while GHG emission reductions lower the Company's environmental impacts, boosts the Company's competitiveness and brand among significant stakeholders.</p>	<p>The Company's manufacturing operations in line with circularity principles emphasize the use of secondary/recycled Aluminium for the bulk of the raw material consumption which inherently uses significantly less energy compared to primary Aluminium. Additionally, the Company recovers and recycles most of the scrap Aluminium generated during its operations. The Company has aligned its waste management practices with a focus on circularity and various initiatives have been put in place to incorporate the principles of Reduce, Reuse, and Recycle throughout its operations, aiming to enhance resource efficiency. Further, the Company ensures compliance with the Pollution Control Board and Environment Protection rules, including Extended Producer Responsibility (EPR).</p> <p><i>For more details, please refer to Principle 6, Essential Indicator 10.</i></p>	Positive
2	Environmental Impact (Air, Water)	Risk	<p>Manufacturing operations could cause excessive air and water pollution which if not managed, pose regulatory, health, and ecological risks. Not mitigating these impacts could result in non-compliance-related stoppages and fines, the Company's 'license to operate' from communities besides its reputation.</p>	<p>The Company's manufacturing units are compliant with the applicable environmental laws, regulations, and guidelines for air pollutants and water management. Wastewater treatment (STP, ETP) is installed at all of the Company plants to meet the regulatory requirements of each plant location. A variety of water conservation initiatives are in place at the Company's plants and it also supports initiatives to address water resilience in its communities through the CSR programs.</p> <p><i>For more details, please refer to Principle 6, Essential Indicators 3,4,5 (Water) and 6 (Air Pollution)</i></p>	Negative

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SR. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Customer Focus & Innovation	Risk	A responsive and collaborative relationship helps address rapidly shifting customer needs and market trends. Lack of innovation impacts competitiveness and business sustainability.	Customer Centricity is a core pillar of the Endurance value system which is supported by a strong organisational culture and sensitization of the workforce. The Company partners and collaborates closely with the customers, focusing on customer responsiveness, quality, and service levels as per the QCDDM framework. The Company also engages actively with its customers to meet their ESG ambitions including taking leadership roles in their supplier ESG engagement committees.	Positive
		Opportunity	Besides agility in responding to dynamic customer needs, innovation promotes product differentiation, enhanced product offerings, and unique solutions leading to revenue diversification and market expansion.	<p>The Company monitors evolving customer needs that help define its R&D and innovation strategy currently focused on new product development and new technologies that have environmental and social impacts including lightweighting, improving energy recovery, and better vehicle safety among others. The Company has a well-established track record of innovative IP-based proprietary products that have a positive impact on customer satisfaction, revenue, and profit growth. This is supported by a focus on appropriate IP protection through patents, trademarks, etc. For more details, please refer to Annual Report section on "Accelerating our R&D efforts", Pages 28-32 and the Technology Absorption section of Annexure I to the Board's Report on Pages 82-84.</p> <p>Note: The scope of the BRSR is on a standalone basis, however, the Company's investment in its subsidiary, Maxwell underscores the Company's commitment to support the EV transition. The Company plans to continue to invest in R&D to drive the EV ecosystem.</p>	
4	Sustainable Supply Chain	Opportunity	Implementing sustainable practices throughout the value chain enhances environmental stewardship and reduces the Company's footprint. This aligns with customer and investor needs and the Company's ESG strategy. Proactive engagement with suppliers on ESG practices fosters long-term partnerships and resilience in the supply chain. This collaborative approach reduces operational risks, builds a cost advantage, and enhances overall business model resilience.	<p>The Company has a very active engagement with its suppliers on a variety of transactional and strategic matters. The Company has an active Endurance Vendor Association (EVA) with whom it engages regularly as a forum for sharing strategies and best practices for vendors while ensuring alignment with the Company's ESG value chain aspirations. This allows the Company to obtain feedback and define action areas to address the needs and challenges of its suppliers. The Company has a Supplier Code of Conduct which includes the principles and aspects of Sustainable Sourcing that it expects from and monitors for its value chain partners. Relevant awareness and capacity-building programmes on core sustainability issues are conducted for the Company's value chain partners supplemented by ESG audits. The Company also continuously optimizes its supplier base and supply chain based on risk assessment and other optimization techniques.</p> <p><i>For more details, please refer to Principle 1, Leadership Indicator 1 & Principle 2, Leadership Indicator 2.</i></p> <p><i>Additional commentary is available in the Annual Report on Pages 35 and 36.</i></p>	Positive

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SR. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Health & Safety	Risk	Occupational health and safety incidents can impact satisfaction with working conditions and decrease employee morale. At a minimum, there is a need to meet compliance-related requirements. Incidents also result in an impact on operating costs including medical expenses, compensation claims, and insurance premiums besides opportunity costs related to productivity and lost time. Health and Safety performance is an important consideration for significant stakeholders, including employees, customers, and investors.	<p>The Company places paramount importance on fostering a secure and healthy work environment for all staff members, including employees, workers, and contracted personnel.</p> <p>Senior management drives the organizational culture across all levels to emphasize zero tolerance for unsafe acts and conditions. There is a monthly review across functions and plants which is led by the Managing Director. A robust occupational health and safety management system is in place that identifies leading indicators like Incident Rate, Lost Time Injury Frequency Rate ("LTIFR"), Severity Rate and Near-miss reporting. The Company has established practices aligned with international regulations and is focused on a Safety First and Zero Harm Culture.</p> <p><i>For more details, please refer to Principle 3, Essential Indicators 10 and 12.</i></p>	Negative
6	Labour Management	Risk	The Company leverages a significant labour workforce for various operational tasks as part of the Company's operating model. Maintaining stable and harmonious labour relations is essential for business continuity and healthy stakeholder relationships. Risks associated with inadequate labour management include disruptions in workflow, decreased productivity, compliance risks, and potential regulatory/legal issues stemming from labour disputes.	The workforce at the Company includes both permanent and contractual workers. There is a dedicated industrial relations team with representation at each plant aligned to Endurance's Human Capital Management strategy. The Company has robust policies and a governance framework that enables monitoring of compliances (related to wages, health and safety, human rights, grievances management, collective bargaining, etc). These are augmented with medical and insurance benefits (both occupational and non-occupational) and the Company also conducts a variety of initiatives related to worker engagement, as well as learning and development. The Company provides productivity, attendance, and other performance-related incentives to augment payouts and has robust rewards and recognition programs to drive the organizational goals.	Negative
7	CSR	Opportunity	The Company has a focus on its responsibility as a corporate citizen with an emphasis on giving back through its CSR initiatives. The Company's CSR commitments also lead to positive outcomes towards societal welfare, strengthening stakeholder relationships, and building community goodwill.	<p>The Company considers CSR as an opportunity to create positive societal impacts beyond its operations. The Company has integrated CSR with its business strategy, aligning initiatives with its goals and values. Through ongoing engagement with the communities and programs aligned with their needs, the Company addresses social and environmental challenges faced by the communities thereby establishing a relationship of trust and collaboration.</p> <p><i>For more details, please refer to the "Giving back to our communities" section of Annual Report on Pages 46-48 and Annexure II to Board's Report Annual Report on Corporate Social Responsibility (CSR) Activities on Pages 86-92.</i></p>	Positive

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SR. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Employee Experience	Risk	Attrition and a disengaged workforce impact productivity and disrupt operational efficiency besides recruitment costs. Inconsistent workforce levels impede goal achievement while neglecting employee development erodes institutional knowledge, stalling innovation and responsiveness.	<p>The Company has a focused 4C Human resource (HR) Strategy structured around the four pillars of Culture, Competence, Career and Connect. This is supported by an HR team and a robust framework of policies supported by requisite resources to drive initiatives aimed at enhancing various aspects, including learning and development, career progression, employee well-being, engagement, and satisfaction. The Company also runs a Net Promoter Score survey and has implemented an employee rewards and recognition program. Investing in employee training ensures expertise for quality products and services, supporting long-term growth.</p> <p><i>For more details, please refer to the Investing in our people section of the Annual Report on Pages 38-41.</i></p> <p>Additionally, the Company has implemented a grievance redressal policy and mechanisms which are overseen by a dedicated Grievance Committee (GC). For more details please refer to Principle 3, Essential Indicator 6.</p>	Positive
		Opportunity	Enhancing the work environment, competitive compensation, and growth opportunities improves employee engagement, retention, and the overall employee experience. Fostering a progressive company culture boosts productivity, maintains quality, and institutional knowledge, and enhances competitiveness. These aspects have an overall positive impact on the Company as an "Employer Brand".		
9	Diversity	Opportunity	Embracing diversity fosters innovation and creativity through varied perspectives and backgrounds. A diverse workforce better understands customer needs, improving products and services. Inclusive workplaces attract top talent, boosting employer reputation and employee satisfaction. Diverse leadership enhances decision-making and problem-solving, driving business success. Diverse teams are more productive, yielding efficient outcomes with their array of ideas and approaches.	<p>The Company has a well-defined non-discrimination policy which is also embodied in the Employee Code of Conduct. The Company has been focusing efforts on complementing the rich regional diversity of its workforce with its initial thrust on gender diversity aspects. The Endurance Diversity Equity and Inclusion Committee (EDEIC) drives efforts to foster a culture of belongingness and diversity, promoting all aspects of DEI. Initiatives include a web-based training module covering foundational Diversity & Inclusion topics and workshops for senior leaders and senior managers on addressing unconscious bias and driving D&I improvements within their teams. Additionally, programs like the SHE-Endurance Drive and Campus Connect aim to boost female representation, supported by initiatives like Travel Assistance for Female Staff. Looking forward, 'Plans 24-25' include a Diversity Referral Program to attract talent and enhance employer branding efforts.</p> <p><i>For more details, please refer to the Investing in our people section of the Annual Report on Pages 38-41.</i></p>	Positive

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SR. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Human Rights	Risk	Violations of human rights in company operations or supply chains can lead to legal issues, fines, and employee discontent, affecting productivity and stability. Failing to maintain human rights standards can damage reputation, disrupt the Company's operations, and erode consumer trust, impacting sales. Supply chain disruptions from human rights issues like labour disputes or child labour allegations can increase costs and delays in production.	Human Rights is a key area of focus in the Company's corporate governance, supply chain/sourcing as well as operating teams. The Company emphasizes addressing aspects including but not limited to wages, freedom of association, ensuring compliance to regulatory and legal norms, POSH, ensuring non-discrimination, child/forced labour, etc. The Company has implemented software for ensuring adherence to the requisite compliances, supported by monitoring and audit protocols. The Company's contractual obligations include human rights expectations from the contractors, vendors, and suppliers. <i>For more details, please refer to Principle 5 of this BRSR.</i>	Negative
11	Risk Management	Risk	Enterprise risk management is an essential component of corporate governance to ensure resilience when faced with financial, and extra-financial risks including externalities like climate change and natural disasters. Significant stakeholders are paying increasing importance to ESG risks as a measure of the ability of companies to address multiple stakeholders' interests. Failure to properly identify and mitigate risks can lead to operational disruptions, business continuity, environmental and reputational risks leading to legal issues, regulatory violations, and market share loss.	The Company's corporate governance framework covers all its responsibilities as a listed entity as per applicable rules and regulations at a minimum. In addition, the Company has a strong stakeholder engagement and management mechanism to address risks and opportunities based on their evolving needs and expectations. This is aligned with the Company's vision. The Company has a detailed risk management policy that covers a wide variety of risks with requisite mechanisms for their assessment and mitigation. The Company actively adds to these especially when it comes to ESG aspects and is increasing the span of risks evaluated and addressed. Risk Management is overseen by the Risk Management Committee of the Board. <i>For more details on its composition and Terms of Reference, please refer to the Corporate Governance Report section of the Annual Report on Pages 99-121.</i> There is an appropriate delegation of risk management and resource allocation across departments and locations with robust disaster recovery and business continuity plans in place. <i>For more details on the latter, please refer to Principle 6, Leadership Indicator 5.</i>	Positive
12	Information Security and Data Privacy	Risk	Rising cyber threats endanger data privacy, risking sensitive information's confidentiality. Additional risks like USB data leaks and remote work vulnerabilities exacerbate this threat. Neglecting data protection and intellectual property safeguards can result in financial, reputational, and legal repercussions, disrupting business and affecting stakeholders.	The Company has a robust Information Security Management System ("ISMS") in place which allows it to effectively deal with cyber security threats and meet its data privacy obligations. The Company continues to be certified by ISO 27001 and has appropriate support from its vendors and partners to address any threats. These are augmented with requisite training and awareness for all personnel as well as strong disaster management and business continuity measures. <i>For more details on the latter, please refer to Principle 6, Leadership Indicator 5.</i>	Negative

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SECTION B:

MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No Note 1	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	No	No	No	Note 1	Yes	No
c. Web Link of the Policies, if available	Yes*	Note 2	Yes**	Yes**	Yes**	Yes**	Note 1	Yes#	Note 3
2. Whether the entity has translated the policy into procedures. (Yes / No)\$	Yes	Yes	Yes	Yes	Yes	Yes	Note 1	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	No	Yes	Yes	N.A	Yes	Yes
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.	<p>The Company follows all mandatory national as well as international regulations, acts, and guidelines.</p> <p>Currently, the Company's six plants hold ISO 14001:2015 and BS ISO 45001:2018 certificates.</p> <p>All the plants of the Company are IATF 16949 certified.</p> <p>All the manufacturing locations of the Company are compliant with the requirements of ISO9001:20015 standards.</p> <p>The Company is in the process of obtaining ISO 14001 and ISO 45001 certifications for its other plants in a phased manner.</p>								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> Achieve 50% carbon neutrality by 2030. 50% of the total energy comes from renewable sources by 2030. Aspire for Zero waste to landfill for all manufacturing site by 2030. Achieve 100% water recycling (Zero Liquid Discharge) for all Effluent Treatment Plants (ETPs) by 2030. Aiming for 15% female representation in our permanent Employees and 10% in permanent workers. Plant a total of 1,50,000 trees by the end of fiscal year 2025. 								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<p>Environmental</p> <ul style="list-style-type: none"> Increased carbon neutrality to 35% in FY 2023-24. RE Electricity utilizes increased to 23% in FY 2023-24 The proportion of renewable energy in total energy increase to 12.9% Energy intensity reduced by ~7.42% in FY 2023-24 from FY 2022-23. Scope 1 and Scope 2 GHG Emissions reduced by ~16.9% in FY 2023-24 from FY 2022-23. Water intensity reduced by ~12.0% in FY 2023-24 from FY 2022-23. Waste intensity reduced by ~5.1 % in FY 2023-24 from FY 2022-23. 								

*<https://www.endurancegroup.com/wp-content/uploads/2022/12/code-of-co-5e0ff684e2fa906.pdf>

*<https://www.endurancegroup.com/wp-content/uploads/2022/11/Whistle-Blower-policy.pdf>

**<https://www.endurancegroup.com/wp-content/uploads/2023/06/ECOC.pdf>

#<https://www.endurancegroup.com/wp-content/uploads/2022/11/Corporate-Social-Responsibility-Policy.pdf>

Note 1: The company is a member of various industry associations and trade bodies (Principle 7, Essential Indicator 1). However, the Company does not take public policy positions (Principle 7, Leadership Indicator 1). Hence, the Company currently does not need a policy on Responsible Public Policy Advocacy.

Note 2: The Code of Conduct for Suppliers, Service Providers and Contractors is available on the Supplier Portal.

Note 3: Quality Policy and EHS Policy are internal and are accessible to all employees. They are displayed at appropriate locations of plants and offices.

\$ The Company has defined Standard Operating Procedures (SOPs) and guidelines which are internally available and accessible to all employees of the Company.

Business Responsibility and Sustainability Report (Contd.)

Governance, leadership, and oversight

<p>7. Statement by the director responsible for the business responsibility report, highlighting. ESG-related challenges, targets, and achievements:</p>	<p>Crafting a sustainable roadmap</p> <p>Driving sustainability is a strategic priority for the Company. We have developed a 2030 strategy mapping out our sustainability goals. We have identified key sustainability metrics, set annual targets for each plant and established a robust review mechanism to monitor the performance against each target on a monthly basis to ensure we drive sustainable change.</p> <p>At Endurance, we have achieved a carbon-neutrality percentage of 35% in FY 2023-24 against 22.6% in FY 2022-23. We aim to achieve 50% carbon neutrality by 2030 by using cleaner and renewable sources of energy viz. solar power, wind power, LPG and natural gas in place of electric power and furnace oil, driving energy conservation projects and creating carbon sinks through dense forests. We are also committed to achieve zero waste to landfill across all our plants by 2030.</p>
<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>1. Mr. Anurang Jain Managing Director, DIN: 00291662 Contact number: +91 240 2569600 Email ID: corporate@endurance.co.in / vjr@endurance.co.in</p> <p>2. Mr. Ramesh Gehaney Director and Chief Operating Officer, DIN: 02697676 Contact number: +91 240 2569600 Email ID: corporate@endurance.co.in</p>
<p>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.</p>	<p>The Executive Leadership (Including Executive Directors of the Board) is responsible for monitoring and decision-making on sustainability-related issues. The Company conducts Board Familiarisation programs on progress on various aspects of the Company's ESG strategy. ESG Risks and Opportunities are included in the periodic review by the Risk Management Committee while the CSR Committee oversees the Company's community development activities.</p>

10. Details of Review of NGRBCs by the Company:

Subject for review	Indicate whether the review was undertaken by the 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 the above policies and follow-up action	Department heads and the leadership team review the performance and efficiency of the Company's policies. Policy assessments incorporate inputs through stakeholder engagement mechanisms.									Annually or on a need-to-need basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company's policies are periodically reviewed to ensure compliance with evolving statutory requirements. Policies and processes are created, expanded, or updated based on a thorough review of stakeholder inputs and the changing business and statutory requirements.									Annually or on a need-to-need basis								

Business Responsibility and Sustainability Report (Contd.)

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	No	No	No	No	No	No	No	No	No

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)					NA				
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)					NA				
The entity does not have the financial or/human and technical resources available for the task (Yes/No)					NA				
It is planned to be done in the next financial year (Yes/No)					NA				
Any other reason (please specify)					Refer to Note 1 above				

SECTION C:

PRINCIPLE-WISE PERFORMANCE

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 programs held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel	The Board of Directors and Key Managerial Personnel (KMPs) have attended 15 familiarization programs during the Board and other Committee meetings.	The familiarization programs and other company updates include EHS (Environment, Health & Safety), strategic sourcing, workforce management, R&D (Research & Development), CSR (Corporate Social Responsibility), ESG (Environment, Social, Governance), sustainability, and other aspects of the Business. These are aligned with the responsibilities of the Board, LODR, and all the BRSR Principles excluding Principle 7. The details are available at: https://www.endurancegroup.com/investor-relations .	100%

Business Responsibility and Sustainability Report (Contd.)

Employees other than BoDs and KMPs	24	All the principles of BRSR, except Principle 7 are covered under the training programmes.	77.6%
Workers	350	Principle No. 1 – Ethics, Transparency & Accountability Principle No. 3 - Employee Well-Being Principle No. 5 - Human Rights	57.47%

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of regulatory/ enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Not Applicable	Not Applicable	Not Applicable
Settlement	Nil	Nil	Not Applicable	Not Applicable	Not Applicable
Compounding Fee	Nil	Nil	Not Applicable	Not Applicable	Not Applicable

Non-Monetary				
	NGRBC Principles	Name of regulatory/ enforcement agencies/judicial institutions	Brief of the case	Has an Appeal been preferred (Yes/No)
Imprisonment	Nil	Not Applicable	Not Applicable	Not Applicable
Punishment	Nil	Not Applicable	Not Applicable	Not Applicable

Note: In the table above, disclosure is provided on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015. Other disclosures made by the Company, pursuant to the notification No. SEBI/LAD-NRO/GN/2023/131 dated 14th June 2023 issued by the Securities Exchange Board of India, relating to fines and penalties are available on the website of the Company at <https://www.endurancegroup.com/investor-relation/announcements-and-notices/>.

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
Not Applicable	Not Applicable

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

The Company maintains a comprehensive Code of Conduct for employees, outlining guidelines aligned with its values, commitments, and ideals. Applicable to all employees and workers, this code mandates compliance with relevant laws, regulations, and professional standards governing business operations. Emphasizing a zero-tolerance approach towards bribery and corruption, any instances of fraud or corruption within or against the Company, or any involvement in such activities, are deemed unacceptable. The policy is readily accessible on the Company's website at <https://www.endurancegroup.com/wp-content/uploads/2023/06/ECOC.pdf>.

Business Responsibility and Sustainability Report (Contd.)

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

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

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

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	Not Applicable	Nil	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Not Applicable	Nil	Not Applicable

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.

There were no cases of corruption and conflicts of interest during the FY 2023-24, and hence no corrective actions were necessary.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	43.56	43.43

Note: Average trade payable and net credit purchases includes raw material purchases and purchases of stock-in-trade (traded goods)

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	2.37%	2.14%
	b. Number of trading houses where purchases are made from	804	847
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	34.46%	37.42%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales*	5.93%	6.44%
	b. Number of dealers/distributors to whom sales are made	495	501
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors*	25.93%	25.30%
Share of RPTs in**	a. Purchases (Purchases with related parties /Total Purchases)	0.02%	0.00%
	b. Sales (Sales to related parties/ Total Sales)	0.12%	0.09%
	c. Loans & advances (Loans & advances given to related parties /Total loans & advances)	84.03%	NIL
	d. Investments (Investments in related parties/ Total Investments made)	94.85%	95.15%

*Our sales are primarily generated through OEM customers, with aftermarket sales being the sole component of sales to dealers and distributors. The sales figures exclude foreign exchange effects and are net of discounts and taxes while total sales considered is the revenue from contracts with customers as per Schedule 18.01 in the notes to the Standalone Financial Statements on Page 163 of the Annual Report.

** Purchases from related parties includes only purchases of raw materials and components while Sales to related parties includes only sales of products and services as per Related Party Disclosure, Note 34 (b) on Page 179 of the Annual Report. Total Sales includes scrap sales in addition to revenue from contracts from customers as described above.

Business Responsibility and Sustainability Report (Contd.)

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	% of value chain partners covered (by the value of business done with such partners) under the awareness programmes
02	Supplier Capability Assessment covering environmental statutory and regulatory norms, regulatory norms related to banned substances, company laws, and regulations like PT/PF/ESIC, employee age, safety policies, safety at work, safety culture, etc. (20 suppliers)	26.5%
02	Environment Health and Safety (53 suppliers)	
02	Safety and Safety audit-safety practices – usage of PPEs, safety at work, statutory compliances (27 suppliers)	
01	Data Security- Information security, cyber security, cyber hygiene, etc. (20 suppliers)	
01	ESG, Materiality, and Sustainability assessment (75 suppliers)	
659	Product information along with features, advantages, and benefits, Product Installation Guidelines	Not currently evaluated*

*These awareness programs are conducted for downstream value chain partners (retailers and mechanics) who are not the Company's direct customers hence, the sales value generated from these is not currently evaluated.

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.

Yes. The Code of Conduct for Directors and Senior Management Personnel outlines guidelines for prioritizing the Company's interests, managing conflicts, and disclosing personal interests in transactions, which can be accessed at <https://www.endurancegroup.com/media/pdf/code-of-co-5e0ff684e2fa906.pdf>. It prohibits serving as Directors of competing companies without Board consent, ensuring transparency and effective conflict management. In terms of Reg. 26(5) of Listing Regulations, the Company obtains declarations from the Board of Directors and senior management personnel relating to all material financial and commercial transactions, if any, where they have personal interests that might have potential conflict with the interest of the Company.

The Company's Insider Trading Policy aligns with SEBI regulations, prohibiting trading in company securities by Directors, Designated Persons, or other Insiders possessing unpublished price-sensitive information (UPSI). It emphasizes confidentiality and fair disclosure, with strict regulations governing communication and trading activities. The Compliance Officer oversees policy implementation, pre-clearance of trades, and investigations into suspected violations, with penalties including disciplinary actions and fines by SEBI. This underscores the policy's commitment to regulatory compliance and market integrity.

For further details, the company's policy on Prevention of Insider Trading can be accessed at <https://www.endurancegroup.com/wp-content/uploads/2022/11/Code-of-Conduct-for-Prevention-of-Insider-Trading.pdf>.

Business Responsibility and Sustainability Report (Contd.)

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 products 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	90.9%*	Not Calculated	R&D projects to improve rider safety, energy recovery, material reduction, light-weighting and other improvements in environmental and social impacts. <i>For more details, please refer to Annual Report section on "Accelerating our R&D efforts", Pages 28-32 and the Technology Absorption section of Annexure I to the Board's Report on Pages 82-84.</i>
Capex	11%*	9.19%*	Equipment for health and safety, waste management, and environmental benefits, including ZLD, STP, etc.

*The Company's R&D projects are tailored to market and customer needs by product category. Currently, the Company does not monitor R&D spending at a project level with capital and operations expenses in a common pool. The % age is estimated based on the count of projects with specific improvements in environmental and social impacts among the total count of R&D projects.

* Over ~50% of the company's capex investments are in plant and machinery, which by design are more energy-efficient and ergonomically improved and safer equipment. The company has not considered those investments as direct environmental or social benefits, though they would reduce the environmental impact and improve worker safety during operations. The additional capital investment made by the Company during the financial year 2022-23 on energy conservation equipment was ₹ 219.94 million while in the financial year 2023-24 it was ₹ 143.11 million.

2. **a. Does the entity have procedures in place for sustainable sourcing?**

Yes, The Company has sourcing procedures aligned with sustainability requirements wherein supplier selection includes criteria including quality, safety, and localization parameters. The Company has developed a supplier code of conduct that is being implemented across suppliers. Additionally, there is a focus on the most important suppliers for the Company's "bill of materials" spend category. The Company actively engages with them to help monitor and assist them in reducing the environmental impact of its suppliers. The Company has developed a 'Sustainability Index', based on various aspects of environmental impact, including energy consumption, renewable energy use, water, waste, etc. The Company has established goals for supplier performance and conducts many capacity-building programs for its suppliers, as detailed in Principle 1 Leadership Indicator 1. The Company is in the process of expanding these to other categories and suppliers.

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

The Company has incorporated sustainability criteria into its supplier selection process while sourcing raw materials. The Company has prioritized specific important and larger suppliers to focus on for driving sustainability improvements. Thus far, approximately 20 suppliers have undergone a rigorous assessment based on various sustainability parameters. These criteria include electricity consumption, renewable energy usage, thermal energy efficiency, water consumption, water recycling initiatives, and hazardous and non-hazardous waste generation. Currently, these are the 'best-in-class' practices suppliers excelling on all of the Company's parameters, and the Company will be outlining more specific norms in FY 2025 for defining "sustainable sourcing" for key spend categories. Out of the 20 suppliers evaluated against the Company's sustainability standards, 11 have achieved the requisite target sustainability index score. These suppliers collectively contribute 15% of the Bill of Parts (BOP). Efforts are underway to collaborate with the remaining suppliers to enhance their sustainability performance.

Business Responsibility and Sustainability Report (Contd.)

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposal at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste, and (d) other waste.

The Company manufactures and supplies auto components to OEMs and their dealers through the Company's aftermarket channel. Accordingly, the Company's customers are not the end users of the products and it cannot reclaim its products directly. For the distributors of its Aftermarket products, the Company has an exchange policy for parts that have manufacturing defects. Plastics (including packaging) are a part of Extended Producer Responsibility (EPR) and the details of EPR are mentioned in Principle 2, Essential Indicator 4. All other forms of waste resulting from its operations including E-Waste, Hazardous and other wastes are handled, as detailed in Principle 6, Essential Indicator 10.

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, Extended Producer Responsibility (EPR) under "The Plastic Waste Management & Handling Rules, 2016" (as amended) is applicable for managing plastic waste generated across all the operations. Plastic is used for the packaging of the Company's auto-component products, and Endurance is registered as a "Brand Owner" and as an "Importer". The EPR plan is submitted to the Central Pollution Control Board ("CPCB"). As per the EPR target for FY 2023-24, 421 MT of plastic has been recycled through authorised recycling vendors, which has been assured and certified by the authorised vendor and the certificate has been shared with CPCB as a part of the EPR annual report. For FY 2023-24, the EPR target for Plastic waste recycling is 951.26 MT has been complied with, within the due date.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for the manufacturing industry) or for its services (for the service industry)? If yes, provide details in the following format?

NIC Code	Name of Product/Service	% of total Turnover contributed	The boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No) If yes, provide the web link.
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The Company has not conducted Life Cycle Assessments for any of its products in the reporting year FY 2023-24.

2. If there are any significant social or environmental concerns and/or risks arising from the 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
Not Applicable	Not Applicable	Not Applicable

As no Life Cycle Assessments have been conducted, there are currently no identified significant social or environmental concerns or risks related to the production or disposal of our products/services, and thus no specific actions have been taken to mitigate such potential issues.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Aluminium Ingots	75%	40%

Note:-Data is estimated based on the volume of Aluminium ingots which are from recycled/reused sources, while the remaining consists of virgin aluminium consumed.

Business Responsibility and Sustainability Report (Contd.)

4. Of the products and packaging reclaimed at the end of life of products, the amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Particulars	FY 2023-24			FY 2022-23		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable – Please refer to Principle 2, Essential Indicator 3 for details.					
E-waste						
Hazardous waste						
Other Waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in the respective category
Not Applicable – Please refer to Principle 2, Essential Indicator 3 for details.	

PRINCIPLE 3

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	2,040	2,040	100%	2,040	100%	NA	NA	NA	NA	Nil	0
Female	94	94	100%	94	100%	94	100%	NA	NA	Nil	0
Total	2,134	2,134	100%	2,134	100%	94	100%	NA	NA	Nil	0
Other than Permanent employees											
Male	Nil	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	Nil	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	Nil	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

NA: "Not Applicable"

Business Responsibility and Sustainability Report (Contd.)

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	1,952	1,952	100%	1952	100%	NA	NA	NA	NA	NA	NA
Female	05	05	100%	05	100%	NA	NA	NA	NA	NA	NA
Total	1,957	1,957	100%	1957	100%	NA	NA	NA	NA	NA	NA
Other than Permanent employees											
Male	9,675	9,675	100%	9675	100%	NA	NA	NA	NA	NA	NA
Female	1,374	1,374	100%	1374	100%	NA	NA	NA	NA	NA	NA
Total	11,049	11,049	100%	11049	100%	NA	NA	NA	NA	NA	NA

NA: "Not Applicable"

Note: Other than permanent workers (Contract labourers) are covered under ESIC. In this way they are covered under (Health & Accident Insurance). The company does not currently provide maternity benefits to its female workers.

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of the total revenue of the Company	0.16%	0.20%

Note: The well-being measures include health insurance, accident insurance, maternity benefits, paternity benefits, employee welfare, medical checkups, and mental health and well-being services.

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employee	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI*	2.39%	7.21%	Y	3.7%	4.3%	Y
Others+	3.08%	0.00%	Y	3.0%	0.0%	Y

* All eligible employees and workers are covered under ESI

+Superannuation Fund

Business Responsibility and Sustainability Report (Contd.)

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.

Currently, the Company does not have any differently-abled employees at any of its offices or plants. However, the Company is evaluating each location to prioritize improvements in infrastructure for accessibility. Necessary aspects are included in the planning phase of new facilities, and the company aims to address requirements progressively.

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.

The Company is an equal-opportunity employer. The Company's Employees Code of Conduct ("ECOC") includes pertinent aspects that underscore its approach towards discrimination, with clear protocols for reporting or escalating cases of discrimination or abuse. The Company does not tolerate discrimination based on disability, gender, religion, ethnicity, age, race, or sexual orientation. The Employment and career progression decisions are based solely on competence, performance, and potential, fostering inclusivity and collaboration among individuals from diverse backgrounds. For details, please refer to ECOC at <https://www.endurancegroup.com/wp-content/uploads/2023/06/ECOC.pdf>.

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	NA	NA	NA	NA
Female	NA	NA	NA	NA
Total	NA	NA	NA	NA

NA: "Not Applicable"

Note: The Company does not provide Paternity Benefits at present. Female employees are eligible for Maternity Leave as per the Maternity Benefit Act 2017. However, no female employees took Maternity leave in the reporting period.

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

Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers
Other than Permanent Workers
Permanent Employees
Other than Permanent Employees

Grievance redressal meetings of all employees including contract labour are conducted every month. All aspects raised in the meeting are circulated with a clear action plan and responsibilities with target dates. The feedback is conveyed to the concerned person about progress/ compliances and feasibility. The Company's HRMS has a built-in grievance mechanism for employees and it also has a plant-level grievance committee. It is ensured that all the received complaints are addressed and resolved promptly considering the nature of the complaint.

Employees and workers may also register their grievances to their immediate supervisor, for resolving the issue within a defined timeframe. In case of unsatisfactory resolution, the aggrieved party may present the grievance to the 'Grievance Committee' ('GC') in writing through the respective plant HR Head. The GC is chaired by the Plant /Operations Head and comprises the Plant HR Head, one official not less than the grade of Senior Officer, and two other members representing workmen. Where applicable, if the aggrieved worker is a union member, then the union committee is also given the option to nominate two of their representatives on the GC.

Complaints, grievances and feedback received from employees and workers are discussed and resolved during town hall meetings, MD communication meetings, and other interactions between the employees and the HR function.

In addition, the Company has a Vigil Mechanism-cum-Whistle Blower Policy which provides an alternative for grievance redressal while protecting a whistle-blower from any potential discrimination, harassment, victimisation, or any other unfair employment practice. The policy is available at <https://www.endurancegroup.com/wp-content/uploads/2022/11/Whistle-Blower-policy.pdf>.

Business Responsibility and Sustainability Report (Contd.)

7. Membership of employees and workers in association(s) or Unions recognized 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	2,134	0	0%	1,956	0	0%
- Male	2,040	0	0%	1,898	0	0%
- Female	94	0	0%	58	0	0%
Total Permanent Workers	1,957	1,433	73.22%	1,873	1,438	76.77%
- Male	1,952	1,433	73.41%	1,870	1,438	76.89%
- Female	05	0	0	03	0	0%

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,040	331	16.2%	1,105	54.2%	1,898	412	21.7%	1,671	88.0%
Female	94	29	30.8%	65	69.1%	58	16	27.5%	51	87.9%
Total	2,134	360	16.9%	1,170	54.8%	1,956	428	21.8%	1,722	88.0%
Workers*										
Male	1,1627	4,304	37.02%	3,021	25.98%	1,870	1,623	86.79%	1,662	88.87%
Female	1,379	348	25.24%	140	10.15%	03	03	100%	03	100%
Total	13,006	4,652	35.77%	3,161	24.30%	1,873	1,626	86.81%	1,665	88.89%

*The training on health & safety, and skill upgradation in FY 2023-24 includes permanent and contract workers. In FY 2022-23, the training data for contract workers was not being monitored and has not been disclosed. The training data will not be comparable for FY 2022-23 and FY 2023-24 due to this difference in the coverage information. The training data excludes regular on-the-job safety sessions, induction training or on-the-job skills training provided to the permanent and non-permanent workers.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)*	% (B/A)	Total (C)	No. (D)*	% (D/C)
Employees						
Male	2,040	1,830	89.7%	1,898	1,466	77.24%
Female	94	60	63.8%	58	33	56.90%
Total	2,134	1,890	88.6%	1,956	1,499	76.63%
Workers						
Male	1,952	406	20.79%	1,870	368	19.67%
Female	05	03	60%	03	03	100%
Total	1,957	409	20.89%	1,873	371	19.80%

*Columns (B) and (D) represent the number of employees and workers eligible for performance appraisal. The remaining number of Employees and Workers were not eligible for performance and career development reviews as of 31st March 2024 / 31st March 2023, as per their terms of employment. 409 workers got career development reviews who are not part of any union as union workers are compensated as per LTS. 114 non-trade union members are unaccounted for in this data since they are Trainees / Probationers.

Note: 100% of the eligible and confirmed permanent employees and Workers have received performance management reviews

Business Responsibility and Sustainability Report (Contd.)

10. Health and safety management system:

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

Occupational health and safety is a key priority for the Company. The Company is committed to ensuring a culture of "Safety First" and "Zero Harm", which is driven by the Executive Leadership. The Company has a Health and Safety Policy supported by procedures, training, and monitoring mechanisms. Policies and systems across all plants are aligned with the guidelines and principles of the Occupational Health and Safety Management System. Currently, seven of the Company's plants are ISO14001 and ISO45001 certified. The Company intends to obtain certifications for all of its plants in a progressive manner aligned with its long-term ESG strategy.

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

The Hazard Identification and Risk Assessment Process ("HIRA") followed at the Company is compliant with ISO 45001:2018 and is operational across all company facilities. This systematic approach identifies and evaluates work-related hazards and associated risks for routine and non-routine activities. The systems and processes are assessed and validated through periodic internal reviews and external audits. Additionally, initiatives such as the Work Permit system, HSE internal audits, and Gemba walks are in place. These proactive measures aim to enhance the health and safety of all workers and visitors at the Company's locations. There are also non-routine practices like spot checks, management walkarounds, and other feedback mechanisms in place to create and implement appropriate control measures to eliminate or reduce the identified risks to acceptable levels.

- c. **Whether you have processes for workers to report work-related hazards and to remove themselves from such risks. (Yes/No)**

Yes, the Company has implemented processes and procedures for workers to identify, remove themselves (and others) from any hazards, and report the same to the designated safety officials for remedial action. Employees use the company's online safety portal to report any harmful conditions, near-misses, or dangers in operational activities or systems. In addition, each facility has suggestion boxes (which are checked after each shift) for workers to report accidents, hazards, or near misses related to their duties. There is also appropriate supervisory support for reporting hazards quickly. In compliance with the Factories Act, every operational facility has also established a safety committee, which serves as a platform for reporting work-related hazards and risk mitigation. Regular meetings are held where employee representatives discuss and develop plans to address workforce concerns with defined accountability and timelines.

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

Yes. The Company is committed to the overall health and well-being of its people. Employees benefit from a range of non-occupational medical and healthcare services. These include a Comprehensive Health Benefit Plan with perks like free doctor consultations and discounts on diagnostic tests and medicines, assistance in planning surgeries, and access to various health-related resources. The employee assistance program provides counselling support, covering personal issues, relationships, parenting, and workplace challenges. Webinars are organized on mental wellness and activities such as Yoga and Zumba sessions are provided. Eye and dental check-up camps are also planned.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	0.11	0.22
	Workers	0.11	0.22
Total recordable work-related injuries	Employees	4	0
	Workers	10	15
No. of fatalities	Employees	0	0
	Workers	0	1
High-consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	0	2

*Including in the contract workforce

Business Responsibility and Sustainability Report (Contd.)

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

The Company prioritizes a safe and healthy workplace for all employees, workers, and contractual workers. The foundation is based on identifying leading indicators like near misses and unsafe acts and promptly addressing issues raised. To cultivate a "Safety First" and "Zero Harm" culture, the Company's Health and Safety framework and Management System include:

- **Policies and Guidelines:** Consequence Management Policy, Management of Change guidelines, and Contractor Safety Management.
- **Leadership Focus:** There is a monthly review across functions and plants which is led by the Managing Director. In addition, there are periodic Visual Safety rounds by various members of the Leadership teams during plant visits.
- **Workplace Infrastructure, Hygiene, and Health Monitoring:** First Aid, Medical Rooms, Ambulances, and Fire Protection systems along with maintaining cleanliness and hygiene standards including waste storage areas. Regular health checks for employees and workers.
- **Monitoring and Assessment Systems:** Incident Management System for reporting, Investigations, Root cause analysis, and documenting corrective and preventive actions. Periodic inspections, assessments, and internal audits as per applicable statutory requirements and ISO: 45001 standards.
- **Training and Simulations on Health, Safety, and Work Environment:** Generic and focused inputs through classroom and digital training and on-the-job inputs are conducted periodically and systematically. The Company also periodically conducts mock drills and exercises to ensure preparedness for emergencies.
- **Health, Safety, and Work Environment Awareness:** Promoting health and safety awareness in each shift, signages, and interventions. The Company recently conducted a drive focused on Safety Week
- **Rewards and Recognitions:** Encouraging the exchange of safety-related knowledge and best practices complemented with rewards and recognition. The Company actively recognizes safety leaders (Safety Champion Rounds) within its teams.

The Company has implemented safety initiatives such as work permit systems and machine safety interlocks, emphasized adherence to PPE guidelines, etc. For more details, please refer to the Essential Indicator 10 (above).

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

Particulars	FY 2023-24			FY 2022-23		
	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
Working Conditions	146	1*	All complaints are redressed within established timelines.	0	0	-
Health and Safety	168	08*	All complaints are redressed within established timelines.	0	0	-

* Complaints pending at the end of the year will be resolved in due course during FY 2024-25.

Note: The company has improved its processes for more rigorously monitoring complaints and resolutions from FY 2023-24 and hence the data for FY 2022-23 is not comparable.

Business Responsibility and Sustainability Report (Contd.)

14. Assessments for the year:

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

Note: The Company performs both regular and ad-hoc internal assessments, alongside certification-related third-party evaluations.

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.

The Company's periodic and non-routine assessments form the basis of all new initiatives including training, infrastructure, and policy enhancements. In FY 2023-24, the Company initiated a monthly health and safety review by the Managing Director across all plants to analyse incident statistics and the status of corrective and preventive actions. The objective is to ensure learning and best practices are horizontally deployed across all plants. Some of the other initiatives introduced in FY 2023-24 based on the assessments include:

- Mass communication of incidents.
- Online portal to monitor contractors' HSE practices.
- EHS training on significant risks and control measures.
- Work at Height Safety: Work permit system, guarding of transparent sheet installed on roofs.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of the death of (A) Employees (Y/N) (B) Workers (Y/N).

Employees and workers can benefit from the Group Personal Accident Policy and Medclaim policy, which provide coverage in case of accidents or medical emergencies. Additionally, employees are covered under term insurance policies through the Employees Co-operative Credit Society, with contributions made equally by the employees and management. The salary account banking providers also offer term insurance coverage that extends to employees and workers. Families of employees can receive support to access benefits available under the Provident Fund (EDLI, contribution) and ESIC (Funeral benefit), if applicable.

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

The Company ensures regular communication with contractual labour providers on topics such as payment of PF/ESI/GST, and wages. All agreements with the labour service provider have appropriate coverage of terms to comply with statutory norms. The Company checks all statutory compliances of the labour contractors while clearing the payment of bills. The Company actively monitors, tracks, and ensures that the compliances are met. Additionally, the Supplier Code of Conduct includes self-declarations on human rights, while audits cover child labour and statutory dues in the value chain.

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:

Particulars	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	0	0	0	0
Workers	0	2	0	0

Business Responsibility and Sustainability Report (Contd.)

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)

The Company is developing systems to efficiently manage the conclusion of careers following either retirement or termination of employment. Under the current policy, the medical insurance coverage continues for a period of one year after an employee has retired. The Company is committed to supporting retiring employees and their families during this transition and has organized training sessions on financial planning in the reporting year.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	30.19%
Working Conditions	

Note: 80 suppliers have been audited for safety and work conditions till date, of which 7 are tier 3 (i.e., not direct suppliers for the Company). The %age of value chain partners covered by value of business for these 73 direct suppliers is 30.19%.

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.

The Company assesses the suppliers based on safety criticality, training is provided, and on-site audits are conducted.

Of the suppliers that were assessed, some of the main areas of improvement identified included fire NOC and risk assessment, licensed electrical supervisor, existence of a safety committee and plant-specific on-site emergency plan. Based on the observations from the audit, supplier-wise audit score and gaps are presented and the supplier formulates an action plan. Feedback has been provided on these aspects and improvements are being monitored. These assessments are also used to identify specific training requirements, for example, electrical safety.

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all their stakeholders

Essential Indicators

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

The Company defines its stakeholders as all entities, groups, organizations, and communities directly or indirectly impacted by its operations or across its value chain. The Company’s Vision Statement emphasizes its commitment to “ensure continuous value creation for all the Company’s stakeholders.” Key stakeholders are identified based on materiality, focusing on entities that materially influence or are impacted by the Company’s activities. Key stakeholders include customers, investors, regulators, employees, workers (including contractual), the local community, and government entities. The Company actively manages its engagement with all stakeholders to understand and respond to their needs and feedback, adapting its business operations and processes accordingly. The Company has also identified ESG-focused investors and ESG-rating entities as relatively newer stakeholders to be included in the Company’s consideration set.

Business Responsibility and Sustainability Report (Contd.)

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

Stakeholder Group	Whether identified as a Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, community meetings, Notice Board, Website, others)	Frequency of engagement (Annually/Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> Employee Engagement/ Satisfaction Survey Net Promoter Score HRMS Internal communication Townhall Emails and meetings Reward and Recognition portal 	<ul style="list-style-type: none"> Annual Ongoing Continuous Need-based 	<ul style="list-style-type: none"> Enhancing organizational culture Diversity, Equal-opportunity Career Progression Rewards and recognition Employee Wellbeing Senior leadership engagement and mentorship
Shareholders and investors	No	<ul style="list-style-type: none"> Annual General Meetings Quarterly briefings Periodic investor conferences/ calls/ meetings Press releases Company's website Advertisements Stock Exchange Intimations 	Quarterly interaction after publishing of quarterly financial results as well as annually at the Annual General Meetings	<ul style="list-style-type: none"> Helps in understanding the current business scenario Periodic review of compliance and business strategy Business updates Growth plans and product pipeline Financial Performance and business updates
Customers	No	<ul style="list-style-type: none"> Customer meetings Email exchanges with the marketing team Customer feedback Company's website Tech show at customer end (OEM) Auto-expo (OEM & Aftermarket) Customer feedback Email exchanges with the marketing team Company's website 	Continuous	<ul style="list-style-type: none"> Continuous improvement in the delivery of products and services helps in remaining competitive in the market. Concerns related to product and service-related issues New business opportunities (New product or technology) ESG parameter – RFI/ Customer visits

Business Responsibility and Sustainability Report (Contd.)

Stakeholder Group	Whether identified as a Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, community meetings, Notice Board, Website, others)	Frequency of engagement (Annually/Half yearly/ Quarterly/ others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulators	No	<ul style="list-style-type: none"> Annual Report Compliance Reports Media and Entertainment Communication with regulatory bodies Policy Advocacy through Industry Forums Representation of industry bodies and associations Statutory Meetings 	Ongoing, as and when required	<ul style="list-style-type: none"> Compliance with laws and regulations, such as filing periodic returns, reports, payment of taxes, etc. Community development Statutory environmental, social and governance compliance
Vendors and suppliers	No	<ul style="list-style-type: none"> Annual meetings Supplier code of conduct Suppliers' assessment Emails and meetings Endurance Annual Report Vendor Portal Supplier Training Endurance Vendor Association Meetings and MOM Best Practice Sharing Sessions 	Periodic	<ul style="list-style-type: none"> Business continuity Pricing and negotiations Service Levels, delivery schedules and Quality Improving Sustainability GRN, quality, payment information, compliance monitoring, Quality problem resolution (QFR), change management, etc. Training on SQM, safety, and EHS requirements EVA meetings for policy updates, addressing supplier concerns Long-term partnership
Distributors	No	<ul style="list-style-type: none"> Email Governing council Field sales team Price list & Application Catalogue 	<ul style="list-style-type: none"> Continuous Governing Council meetings are conducted on a half-yearly basis. 	<ul style="list-style-type: none"> Sales performance and incentive status updates. Resolving commercial issues or product-related issues.
Retailers and Mechanics	No	<ul style="list-style-type: none"> Awareness programs 	Need-based	Please refer to Principle 1, Leadership Indicator 1
Communities	Yes	<ul style="list-style-type: none"> Community Meetings Gram Sabha Meetings Need Identification CSR Programmes* 	<ul style="list-style-type: none"> Fortnightly/ Monthly Annual Ad-hoc Need-based* 	<ul style="list-style-type: none"> Vocational Training Village Development Water & Sanitation Agriculture & Livelihood Health & Nutrition Education Community Development

*All of the Company's CSR projects are targeted towards the development of Marginalized Communities. These include communities living below the poverty line, having land holding less than 3 Acres (Rainfed Land), and communities from landless families

Business Responsibility and Sustainability Report (Contd.)

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? (Leadership)

The Board has delegated the responsibility of stakeholder consultation on environmental and social issues to the Executive Leadership of the Company. To facilitate this, functional leaders have a structured engagement mechanism, as discussed in Principle 4, Essential Indicator 2 (above). The feedback received through this mechanism is presented to the Board through the Board Familiarization Programmes, which are discussed in Principle 1, Essential Indicator 1. Investor and shareholder concerns are presented to the Stakeholder Relationship Committee, while the CSR Committee reviews input received from the communities on their needs. These committees and Board Familiarization Programmes serve as crucial platforms for fostering dialogue and gathering insights from the Company's stakeholders. This ensures that the Board remains informed about stakeholder perspectives and concerns, thereby supporting informed decision-making on matters related to economic, environmental, and social aspects.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.

Stakeholder consultation by various functional teams is leveraged for the identification and management of environmental and social topics.

In the supplier management function, actions are taken based on supplier input gathered from EVA (Endurance Vendor Association) meetings. The consensus of the EVA committee on category-wise PPM revision facilitates continual improvement in policies. Any policy changes undergo discussion with the EVA before implementation for enhanced alignment and incorporation of their inputs. Efforts have been directed toward reducing Vehicle TAT (Turnaround Time) at the Company's plants. An improvement in TAT of 20-25% has been achieved, and that of 44% for ETL transmission. Specific timeslots have been allocated to suppliers for inward activities at the Company's plants to mitigate long waiting times. The Company has implemented ASN & QR codes to fast capture inward details while gate entry and GRN and to smoothen the Goods Receive Process.

For distributors in the aftermarket business, the Company conducts bi-annual Distributor Governing Council meetings to gather market feedback and best practices, driving enhancements for the Company and our distributors. Implemented improvements include rationalizing discounts, enhancing packaging, emailing invoice copies post-billing, introducing customer-friendly policies, and launching a digital loyalty program. These actions demonstrate the Company's commitment to continual improvement and stronger partnerships within our distribution network for superior customer service.

For the Company's labour workforce, based on input received from the union, the wage settlement includes incentives for regular attendance. Based on feedback from the workforce, there is an attendance incentive for contract labour /apprentices to ensure the availability of skilled labour in critical production areas and attract more skilled manpower.

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

The Company engages with vulnerable and marginalized communities to ensure their voices are heard. The Company's CSR initiatives are focused on serving these groups. As part of the CSR commitment, the Company chose four villages for the implementation of the Village Development Project ("VDP") to be implemented by Sevak Trust in the Chh. Sambhajinagar district of Maharashtra. During the execution, the CSR Team visited an old age home, that catered specifically to mentally challenged elderly individuals, operating without external aid. The facility was housed in rented premises. Senior Management members from the Company conducted visits to assess the situation firsthand. As a result of these visits, it was resolved to construct and donate an old age home to the proprietor of the existing facility. The CSR Team worked with the village Panchayat to secure a parcel of land spanning 20,000 square feet for the construction of a facility capable of accommodating 50 beds, in the Financial Year 2024-25. The Company commenced the construction of an old age home in Borwadi, featuring expansive green spaces, alongside committing to provide regular medical services to the residents of this establishment.

Business Responsibility and Sustainability Report (Contd.)

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	2,134	1,656	77.6%	1,956	639	32%
Other than permanent	0	0	0	0	0	0%
Total Employees	2,134	1,656	77.6%	1,956	639	32%
Workers						
Permanent	1,957	1,639	83.75%	1,873	1,446	77.20%
Other than permanent	11,049	3,959	35.83%	6,293	4,857	77.18%
Total Workers	13,006	5,598	43.04%	8,166	6,303	77.18%

Employee training on Human Rights included POSH training, POSH undertaking and sessions on diversity and inclusion. The permanent and contract workers received POSH awareness training.

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	2,134	0	0%	2,134	100%	1,956	0	0%	1,956	100%
Male	2,040	0	0%	2,040	100%	1,898	0	0%	1,898	100%
Female	94	0	0%	94	100%	58	0	0%	58	100%
Other than Permanent	Nil	NA	NA	NA	NA	Nil	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Workers										
Permanent	1,957	0	0%	1,957	100%	1,873	0	0%	1,873	100%
Male	1,952	0	0%	1,952	100%	1,870	0	0%	1,870	100%
Female	05	0	0%	05	100%	03	0	0%	03	100%
Other than Permanent	11,049	11,049	100%	0	0%	6,293	6,293	100%	0	0%
Male	9,675	9,675	100%	0	0%	5,682	5,682	100%	0	0%
Female	1374	1374	100%	0	0%	611	611	100%	0	0%

NA: "Not Applicable"

Business Responsibility and Sustainability Report (Contd.)

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of the respective category	Number	Median remuneration/ salary/ wages of the respective category
Board of Directors (BoD)	8	3.61	2	9.45
Key Managerial Personnel	1	12.18	0	0
Employees other than BoD and KMP	2,022	0.64	87	0.36
Workers	1,952	0.68	4	0.24

Note: Median Remuneration values are in ₹ Million. The headcount considered for median remuneration is on the basis of actual payouts (aligned with Annexure IV to the Board's Report on Page 96 of the Annual Report). Those employees and workers who have joined after the cutoff date for payroll processing in the month of March 2024 have not been considered.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	5.93%	4.42%

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

The Company does not have a specified committee/individual exclusively responsible for addressing human rights impacts or issues. The current scope of human rights issues and impacts for the Company as well as commitments are detailed below. These apply to its employees, workers (permanent and contractual), and to its value chain partners.

The Company has zero tolerance towards sexual harassment and prohibits any form of child labour, forced labour/compulsory labour or discrimination while promoting diversity and equal opportunity. The Company also ensures minimum wages, freedom of association, Health and Safety, and compliance with all applicable laws. Vigil Mechanism-cum-Whistle Blower Policy enables the employees to report any grievances related to, but not limited to, discrimination, harassment, violation/breach of code of conduct, etc. In addition, the Company's policy on Safety and Security and Prevention of Sexual Harassment of Women employees at Workplace ("POSH Policy") promotes a safe and secure workplace environment.

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

The Company has implemented policies and systems to monitor relevant human rights aspects, providing continuous awareness training to employees. Broader stakeholder management functions include HRMS for employees and Grievance Committees at plant levels. Additionally, the Supplier Code of Conduct includes self-declarations on human rights, while audits cover child labour and statutory dues in the value chain. For details, please refer to Principle 3, Essential Indicator 6.

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

Benefits	FY 2023-24			FY 2022-23		
	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	3	0	Case closed, Report has to be submitted. TAT is within the specified period.	3	0	Cases closed
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour	0	0	-	0	0	-
Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other humanRights related issues	0	0	-	0	0	-

Business Responsibility and Sustainability Report (Contd.)

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

	FY 2023-24	FY 2022-23
Total Complaints reported under the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (POSH)	3	3
Complaints on POSH as a % of female employees/workers*	3.06%	4.92%
Complaints on POSH upheld	3	3

*Total number of permanent female employees and permanent workers were considered to arrive at the percentage.

** The POSH complaint was mutually resolved.

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

The Company promotes an inclusive work culture that is free from any kind of discrimination and prohibits harassment in the workplace. This is enshrined within the Employee Code of Conduct on which trainings are held periodically and is supported by the Company's grievance redressal mechanism and the Vigil Mechanism-cum-Whistle Blower Policy. The Company, as a policy, ensures that whistle-blowers are not subjected to any retaliation, discrimination, harassment, victimization, intimidation, or threat of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or any other unfair treatment. This also includes ensuring that there is no direct or indirect use of authority to obstruct the whistle-blower's right to continue to perform his duties/functions including making any further Protected Disclosure.

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

All suppliers and vendors, as well as those providing contractual labour, are required to adhere to the Company's Supplier Code of Conduct. The code mandates compliance with all the terms and conditions as laid down, which incorporate various human rights aspects such as non-discrimination, wages, and child labour. Moreover, the value chain partners are expected to comply with all state and central regulations and laws related to workforce management.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	During FY 2023-24, the Company did not have any third-party conduct assessments for its plants and offices. However, internal assessments were carried out at all plants and offices, every month, to ensure payment of salaries and wages to the employees and workforce.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	The Company has also implemented compliance software with performer/reviewer and functional head review to ensure compliance with The Factories Act, Contract Labour (R&A) Act, Workmen's Compensation Act, Payment of Wages Act, Minimum Wages Act, Maternity Benefits Act, Employees Provident Fund & Misc. Provisions Act, and Employee State Insurance Act among others. The security team receives regular training on aspects of Human Rights including ensuring no child labour, or forced/ involuntary labour.
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.

No corrective actions were required based on the assessments of the Company's plants and offices.

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

The Company has not received any grievances/complaints on human rights issues. Hence, no business modifications were necessary. The Company proactively evaluates its processes to ensure that appropriate checks and balances are in place.

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

No Human Rights due diligence has been conducted in the reporting year. However, ESG audits of suppliers include some aspects of human rights.

3. Is the premise/office of the entity accessible to differently-abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

The Company is currently evaluating ways to make the office areas of plant premises accessible to persons with disabilities by improving infrastructure across all locations.

4. Details on assessment of value chain partners:

	% of your value chain partners that were assessed (by entity or statutory authorities or third parties)
Child labour	28.35%
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	NA

Note: Data on child labour wages, PF, and ESI is verified during capability audits of selected suppliers. To date, 61 suppliers have been audited. Critical issues such as forced labour, sexual harassment, and discrimination are also covered in the requirements of the Company's Supplier Code of Conduct. The coverage by value of business of value chain partners assessed through human rights compliance assessment is 28.35%.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessment

The Company undertakes periodic assessments of its suppliers including their statutory and regulatory obligations (health and safety, labour law, minimum wages etc.) as per the supplier obligations in the Company's Supplier Code of Conduct. Feedback is provided and progress updates are monitored.

Actions are taken against suppliers who score low in safety audits, and improvements are verified through subsequent re-audits.

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		
Total electricity consumption (A) (GJ)	193,267.03	72,395.31
Total fuel consumption (B) (GJ)	0.00	0.00
Energy consumption through other sources (GJ)	0	0
Total energy consumption (A+B+C) (GJ)	193,267.03	72,395.31

Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
From Non-renewable Sources		
Total electricity consumption (D)	639,617.69	672,562.77
Total fuel consumption (E)	667,560.71	648,555.39
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,307,178.397	1,321,118.167
Total energy consumed (A+B+C+D+E+F)	1,500,445.425	1,393,513.479
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ/₹)	0.0191 x 10 ⁻³	0.0206 x 10 ⁻³
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.4546 x 10 ⁻³	0.4943 x 10 ⁻³
Energy intensity in terms of physical output	Not Calculated	
Energy intensity (optional) – (the relevant metric may be selected by the entity)	Not Applicable	

Note: Energy calculations are limited to fuel and electricity consumption at plants and do not include electricity at offices or other company-owned premises. Fuel consumption in company-owned vehicles and material handling equipment has not been treated differently from stationary combustion. Calorific values for fuels are based on factors and equations from WRI's GHG Protocol, EPA.Gov, DEFRA and the 2016 IPCC Protocol. Renewable sources include solar and wind energy. Non-renewable fuel sources include diesel, HSD, Furnace Oil, PNG, LPG and LSHS. PPP data has been obtained from the CEIC, Organisation For Economic Co-Operation And Development. The values have been prorated from CY2022 and CY2023 for FY 2023 data (24.007) and CY2023 and CY2024 (estimated) for FY 2024 data (23.846).

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.

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency.

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.

No, the Company does not participate in the PAT scheme.

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	0	0
(ii) Groundwater	139,030.68	163,613.28
(iii) Third party water	1,534,409.79	1,447,051.51
(iv) Seawater / desalinated water	0.00	0.00
(v) Others	0.00	0.00
Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)	1,673,440.47	1,610,664.79
Total volume of water consumption (in kilolitres)	1,451,644.38	1,388,041.39
Water intensity per rupee of turnover (Water consumed / turnover)	0.0184 x 10 ⁻³	0.0205 x 10 ⁻³
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.4398 x 10 ⁻³	0.4924 x 10 ⁻³
Water intensity in terms of physical output	Not Calculated	
Water intensity (optional) – The relevant metric may be selected by the entity	Not Applicable	

Note: In select plants, a part of the water discharge data has been estimated. PPP data has been obtained from the CEIC, Organisation For Economic Co-Operation And Development. The values have been prorated from CY 2022 and CY 2023 for FY 2023 data (24.007) and CY 2023 and CY 2024 (estimated) for FY 2024 data (23.846).

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.

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency

Business Responsibility and Sustainability Report (Contd.)

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – (Primary, secondary, tertiary)	40,204.37	50,088.18
(v) Others (Gardening)		
- No treatment	0	0
- With treatment – (Primary, secondary, tertiary)	181,591.72	172,535.22
Total water discharged (in kilolitres)	221,796.09	222,623.04

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.

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency

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

Water conservation and management stand as material ESG priorities for the Company. The Company has developed comprehensive systems and protocols to minimize water consumption. Through diligent monitoring, the Company tracks water usage across various applications and implements recycling and reuse initiatives wherever feasible, such as in cooling towers, household use, and drip irrigation.

Additionally, the Company has made strategic investments in rainwater harvesting to replenish groundwater by MIDC guidelines. Leveraging advanced technologies like Zero Liquid Discharge (“ZLD”), including Sewage Treatment Plants (“STP”), Effluent Treatment Plants (“ETP”), and evaporation methods, the Company ensures minimal discharge of water waste. Currently, its ZLD infrastructure spans 12 plants, aligning with regulatory mandates and Consent-To-Operate stipulations. Going forward, the Company is committed to assessing the expansion of ZLD capabilities across other facilities based on their unique operational and geographical requirements.

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

Parameter	Unit	FY 2023-24	FY 2022-23
NOx	MT/Annum	18.60	22.2
SOx	MT/Annum	7.7	7.3
Particulate matter (PM)	MT/Annum	8.3	8.9
Persistent organic pollutants (POP)	MT/Annum	NA	NA
Volatile organic compounds (VOC)	MT/Annum	364.07	293.01
Hazardous air pollutants (HAP)	MT/Annum	NA	NA
Others – please specify	MT/Annum	NA	NA

Note: SOx, NOx and Particulate Matter calculations have been calculated based on actual fuel consumption based on benchmark data from manufacturer specification sheets, EPA.Gov and as per EP Rules 1986. VOC data is estimated based on the indicated numbers provided by the paint manufacturers. The data accuracy will improve in subsequent disclosures.

Business Responsibility and Sustainability Report (Contd.)

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.

The Company monitors Other Air Emissions and independent third party tests are carried out by PCB-approved external agencies every quarter for Sox, Nox and Particulate Matter. This helps ensure efficient management of industrial operations and adherence to stringent air pollution control processes. As a practice, the Company ensures that all air pollution parameters are within the permissible limits, and compliant with the prevalent norms prescribed by the regional Pollution Control Boards.

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 (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	39,459.00	38,722.01
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , NO ₂ , HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	127,212.85	133,765.26
Total Scope 1 and Scope 2 emission intensity per rupee of Turnover	Metric tonnes of CO ₂ equivalent/₹	0.0021 x 10 ⁻³	0.0026 x 10 ⁻³
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)	Metric tonnes of CO ₂ equivalent/USD PPP	0.0505 x 10 ⁻³	0.0612 x 10 ⁻³
Total Scope 1 and Scope 2 emission intensity in terms of physical output	--	Not Calculated	
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	--	Not Applicable	

Note: GHG emissions calculations are limited to fuel and electricity consumption at plants and do not include electricity at offices or other company-owned premises. Fuel consumption in company-owned vehicles and material handling equipment has not been treated differently from stationary combustion. Scope 1 Emissions have been calculated based on factors and equations from WRI's GHG Protocol, EPA.Gov, DEFRA, and IPCC's fifth assessment report. Factors as per Stationary Combustion (2006 IPCC guidelines) have been used for fuels including diesel for DG sets, HSD, Furnace Oil, PNG, LPG and LSHS. Scope 2 emissions for 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. PPP data has been obtained from the CEIC, Organisation For Economic Co-Operation And Development. The values have been prorated from CY2022 and CY2023 for FY 2023 data (24.007) and CY2023 and CY2024 (estimated) for FY 2024 data (23.846).

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.

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

The Company recognizes the profound impacts of climate change, with a focused emphasis on GHG reduction as a core ESG priority. The Company has constituted an Energy Conservation team across all locations to drive efficiency in energy conservation and GHG reduction. In FY 2023-24, the Company successfully implemented 20 local sourcing projects for input parts, effectively reducing transit distances and its overall GHG footprint. Key initiatives include:

- Increasing renewable energy in the Company's energy mix to mitigate GHG footprint through on-site solar, open-access power purchase agreements, and company-owned windmills. The Company continues to evaluate opportunities to increase its share of renewable sources further.
- Investment in new equipment and retrofitting existing machinery to enhance energy efficiency, as outlined in Principle 6, Leadership Indicator 4.
- Optimization of natural light utilization through north-light factory sheds and transparent roofing materials.
- Active CO₂ sequestration efforts through tree plantation drives, extending beyond regulatory requirements for maintaining green belts.

Business Responsibility and Sustainability Report (Contd.)

- Transitioning to cleaner fuels like LSHS, PNG, and LPG for heating applications.
- Implementation of gravity conveyors for material handling and the adoption of deactivation or idle mode protocols for equipment, conveyors, and lighting when not in use.

Please refer to Conservation of Energy in the Annexure I of the Board's report on **Pages 81** for additional measures implemented.

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)	496.69	461.62
E-waste (B)	0.00	0.00
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	0.00	0.00
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	2,543.24	2,324.64
Other Non-hazardous waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	21,800.07	19,716.03
Total (A+B + C + D + E + F + G + H)	24,840.00	22,502.29
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	0.3156 x 10 ⁻⁶	0.3325 x 10 ⁻⁶
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	7.5255 x 10 ⁻⁶	7.9824 x 10 ⁻⁶
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity		
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	22,605.92	20,077.35
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total	22,605.92	20,077.35
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1,477.48	1,564.99
(ii) Landfilling	756.60	859.95
(iii) Other disposal operations	0.00	0.00
Total	2,234.08	2,424.94

Note: Incineration is done only for waste streams mandated as per Waste Management Rules. In most cases, authorised vendors conduct incineration with waste recovery. ETP sludge is disposed of through authorised vendors, which is then sent to the landfill. As part of the Company's target of Zero Waste to Landfill, Endurance is evaluating opportunities to reduce the quantum of waste sent to landfill. PPP data has been obtained from the CEIC, Organisation For Economic Co-Operation And Development. The values have been prorated from CY 2022 and CY 2023 for FY 2023 data (24.007) and CY 2023 and CY 2024 (estimated) for FY 2024 data (23.846).

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.

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency.

Business Responsibility and Sustainability Report (Contd.)

10. Briefly describe the 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.

Circularity, resource efficiency, waste minimization, and management are aspects material to the Company. The Company has implemented 20 projects for input parts around the theme of packaging minimization where returnable bins are implemented in FY 2023-24. Similarly, returnable packaging is used with customers and aftermarket parts are packaged in customer-provided packaging thereby reducing waste generation in the value chain. The Company has adopted waste management practices in line with the compliance requirements of the relevant Pollution Control Board and Environment Protection rules covering:

- Recording and monitoring of waste generation and disposal
- Selection and related waste processing agreements with waste collection agencies are in line with regulatory obligations.
- Recycling and disposal of hazardous waste are performed through PCB-authorized agencies.
- The EPR mechanism has been developed in line with CPCB guidelines (Refer to Principle 2 Essential Indicators 4)

All sites are equipped with comprehensive waste collection, handling, and storage infrastructure, meticulously designed to meet regulatory requirements and prioritize health and safety considerations. For instance, the Company's scrap yard facilities have robust engineering features such as cemented impervious floors, designated compartments for different types of waste, and effective fire protection measures. The Company's waste management practices promote the elimination, reduction, recycling, and reuse of waste within its operations and across its value chain. Some examples are as below:

- Returnable packaging: Collaborating with both suppliers and customers to implement returnable packaging solutions for both raw materials and finished goods.
- Metal waste recycling: Reutilizing metallic waste derived from semi-finished casting, cutting, and machining operations by reintegrating it through melting furnaces.
- Fit-for-purpose packaging: Tailoring aftermarket product packaging to precisely match customer specifications, thereby optimizing the utilization of packaging materials.

The proportion of recycled waste has increased from 89% to 91% in FY 2023-24, while waste incinerated and waste to landfill have decreased. Please refer to Essential Indicator 9 (above) for details. Endurance teams consistently evaluate opportunities to enhance waste processing by prioritizing the waste hierarchy for both hazardous and non-hazardous waste. Key initiatives aimed at minimizing hazardous and toxic chemicals in our products and processes:

- Shifting from thinner-based paint to water-based paint wherever feasible
- Hard chrome and Nickel recovery to mitigate the discharge of heavy metals in the effluent.
- Centralized coolant circulation and recycling system for enhanced coolant life. Installation of coolant filtration system by substituting paper-based filtration system to reduce oil-contaminated paper waste.
- Installing decanters, and volute press filters to reduce moisture content in effluent sludge.
- Reclaiming of sand in low-density pressure die-casting
- Use of less hazardous liners in braking systems.

Please refer to Leadership Indicator 6 where the Company has noted an adverse impact of hazardous substance usage by its supplier. Consequently, a declaration on hazardous substance usage (if any) is being taken from suppliers per customer-specific requirements or country-specific laws.

Business Responsibility and Sustainability Report (Contd.)

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

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.
None of the Company's plants/offices are located near notified ecologically sensitive areas.			

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 the project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in the public domain (Yes / No)	Relevant Web link
No Environmental Impact Assessments were conducted by the Company during the reporting period.					

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
Not Applicable				

Yes, all the Company's manufacturing units are compliant with the applicable environmental laws/regulations/guidelines. The Company uses a compliance management technology platform for monitoring a large range of applicable laws, regulations, and guidelines while monitoring compliance status. The Company has also ensured compliance validation through a maker-checker mechanism.

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:

- Name of the area: Narsapura plant, located in Malur Taluk of Kolar district
- Nature of operations: Manufacturing
- Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	21,332.106	32,507.6
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	21,332.106	32,507.6
Total volume of water consumption (in kilolitres)	11,614.106	24,626.6
Water intensity per rupee of turnover (Water consumed / turnover)	0.1476 x 10 ⁻⁶	0.3639 x 10 ⁻⁶
Water intensity (optional) – the relevant metric may be selected by the entity	Not Calculated	

Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of treatment	9,718	7,881
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	9,718	7,881

Note: PPP data has been obtained from the CEIC, Organisation for Economic Co-operation and Development. The values have been prorated from CY2022 and CY2023 for FY 2023 data (24.007) and CY2023 and CY2024 (estimated) for FY 2024 data (23.846).

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

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

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

The Company has initiated the process to define its strategy for the calculation of its Scope 3 emissions progressively in order of impact from each category. The Company will include its progress in subsequent disclosures.

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.

(N) No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

The Company does not operate any plants or offices in ecologically sensitive areas and hence has no impact on biodiversity.

Business Responsibility and Sustainability Report (Contd.)

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Energy Efficiency and GHG Emissions Reduction	<ul style="list-style-type: none"> Upgradation of IE 3 motors to IE 4 motors Installation of LED lamps, magnetic resonators energy efficient compressors, variable-frequency drive ("VFD") for hydraulic motors, timer-based controllers for auto shut-off and auto changeover and heat recovery units in air compressors. Use of fuel catalyst on melting furnace to improve the efficiency of furnace oil and Piped Natural Gas ("PNG"). Use of gravity conveyors for material handling Use of Programmable Logic Control ("PLC") for hydraulic motors on GDC machines. Installation of auto shut-off timers for lighting systems of offices/washrooms/meeting rooms. Harvesting of natural lights by installing transparent sheets on the roof and side walls of factory sheds. 	<p>Reduction in energy consumption and GHG emissions.</p> <p>Please refer to Conservation of Energy in the Annexure I of the Board's report on Pages 81 for additional measures implemented and the outcomes.</p>
2	Increase the share of renewable energy in the energy mix	The Company is using a combination of captive wind and solar power, Group Captive RE PPA and Open Access PPA across its plants	FY 2023-24 contribution of Renewable energy to total Electrical Energy has increased to 16.77%.
3	Shifting to cleaner fossil fuels	LDO to LSHS/LPG/PNG at certain manufacturing sites.	Reduction in the SO _x & PM emissions.
4	Waste Management	<ul style="list-style-type: none"> Projects to evolve waste management techniques upward in the waste hierarchy Chrome and Nickel recovery processes Installation of decanters/ volute press to reduce moisture content in hazardous waste Promoting returnable packaging, fit-to- purpose packaging within the value chain Onsite Reuse/Recycle of aluminium scrap Centralized coolant recycling systems. 	<p>Reduction in waste and promotion of circular economy principles.</p> <p>Please refer to Principle 6, Essential Indicator 9 for the quantum of impact</p>
5	Water conservation	<ul style="list-style-type: none"> Recycling of process effluent through Zero Liquid Discharge system in specific plants Closed loop water curtain system for the paint process Reuse of treated sewage in cooling towers, Rain water harvesting and improvement in groundwater recharging Counter current cascading of rinsing water in the pre-treatment and plating process 	<p>Reduction in water consumption</p> <p>Please refer to Principle 6, Essential Indicator 3 for the quantum of impact</p>

Business Responsibility and Sustainability Report (Contd.)

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

Ensuring requisite business continuity and disaster recovery management plans from an IT perspective are integral to the Company's Enterprise Risk Management process. These are a part of ISMS which ensures business continuity in scenarios of natural disasters at the main Data Centre (DC) site, failure of any business application system/database, or a cyber-attack incident. These plans are supported by the preparation of RARTP (Risk Assessment and Risk Treatment Plan) for the information assets register and practices related to data backup management, DC-DR drills, etc.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

During a routine inspection of one of Endurance's customers, a plating supplier's use of hexavalent chromium material was identified. Hexavalent chromium is considered hazardous and is banned due to its environmental impact. Consequently, the supplier was required to switch to trivalent chromium. Additionally, awareness has been raised throughout the supply chain regarding the prohibition of hexavalent chromium for plating purposes. A test method has also been developed to identify hexavalent chromium, thus enabling the detection of any unauthorized usage.

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

CTO Compliance audits were conducted at 63 suppliers, including 38 direct and 25 sub-suppliers, who specialize in special processes such as surface treatment, castings, and heat treatment. The purpose of the audits was to ensure the usage of ETP and STP, proper disposal of treated effluents, hazardous waste management, and monitoring of environmental parameters. These 38 direct suppliers to the Company account for 11.75% of the total value of the Company's business.

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.

Ten (10)

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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1.	Automobile Component Manufacturers Association	National
2.	Society of Indian Automobile Manufacturers	National
3.	Confederation of Indian Industries	National
4.	Centre for Marathwada Industries & Agriculture	State
5.	Industrial Waste Management Association	National
6.	Maharashtra Economic Development Corporation	State
7.	The Indo-Italian Chamber of Commerce	National
8.	Bajaj Auto Workers Association	National
9.	Association of Automobile Workshops, Ernakulum	State
10.	Sidcul Entrepreneur Welfare Society	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.

No corrective actions have been deemed necessary in response to issues related to anti-competitive conduct by the entity, as there have been no adverse orders related to this aspect from regulatory authorities.

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of review of Board (Annually/Half Yearly/Quarterly/ Others-Please Specify)	Web Link- if available
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The Company does not directly make any public or regulatory policy advocacy representations to the government. However, the Company does participate in the industry and trade bodies of which it is a part (as detailed in Principle 7, Essential Indicator 1 (b)). The Company contributes its experience and opinion on a variety of industry issues as a part of these forums which form part of industry representation to aid in public policy formulation.

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 the public domain (Yes/No)	Relevant web link
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The Company has not undertaken any Social Impact Assessments (As per the SEBI BRSR guidance) under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 in the reporting year.

However, Social Impact Assessments for the applicable CSR Projects have been undertaken by the Company in the reporting year and can be referenced here: <https://www.endurancegroup.com/wp-content/uploads/2024/07/impact-assessment-report-2024-ETL.pdf>. The summary of the impact assessments can be accessed in Annexure II to Board's Report Annual Report on Corporate Social Responsibility (CSR) Activities on **Pages 86-90**

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

Name of project for which R&R is ongoing	State	District	No. of Project Affected Families (PAF)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
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The Company did not have ongoing Rehabilitation and Resettlement (R&R) during the reporting period.

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

A Suggestions/Complaints Box is stationed at the Gram Panchayat, WoW Bus, and Old Age Day Care Centre to facilitate community feedback. These inputs are prioritized jointly by the Gram Panchayat and Sevak Trust. The CSR team actively engages with the local community surrounding manufacturing sites to address their issues. Any matters requiring senior management attention are promptly escalated and resolved by the appropriate authority.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	40.43%	39.83%
Directly from within India	94.44%	94.03%

Business Responsibility and Sustainability Report (Contd.)

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

Location	FY 2023-24	FY 2022-23
Rural	0.97%	1.14%
Semi-urban	38.51%	39.81%
Urban	Nil	Nil
Metropolitan	60.52%	59.05%

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
No Social Impact Assessments were conducted in the reporting year, hence no mitigation measures were mandated.	

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

S. No.	State	Aspirational District	Amount spent (In ₹)
The Company does not have active CSR projects in any aspirational districts.			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)
 (b) From which marginalised /vulnerable groups do you procure?
 (c) What percentage of total procurement (by value) does it constitute?

No, the Company does not have a formal preferential procurement policy in place for marginalised/vulnerable groups. However, Endurance prefers procurement from local suppliers for goods and services to aid in creating economic opportunities in the communities where the Company operates.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Amount spent (In ₹)
No benefits were derived from intellectual properties owned or acquired by the entity based on traditional knowledge in the current financial year.				

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

Name of Authority	Brief of Case	Corrective Action Taken
No corrective actions were necessary as there were no disputes regarding the usage of traditional knowledge.		

Business Responsibility and Sustainability Report (Contd.)

6. Details of beneficiaries of CSR Projects:

S. No.	Projects	Total Beneficiaries	% of beneficiaries from vulnerable and marginalized groups
A) Village Development Project			
1	Water & Sanitation	5,360	100%
2	Agriculture & Livelihood	18,261	100%
3	Health & Nutrition	8,041	100%
4	Education	9,862	100%
5	Other - Dense Forest	8,010	100%
Sub Total A		49,534	100%
B) Vocational Training Centre			
1	Vocational Training Centre - Candidates, Parents	1,350	100%
Sub Total B		1,350	100%
C) Balwadi			
1	Balwadi	48	100%
Sub Total C		48	100%
Grand Total A + B+C		50,932	100%

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.

For the OEM segment, customer complaints are managed by the plant's SQA (Supplier Quality Assurance) team, ensuring timely resolution through systematic monitoring and regular follow-ups to maintain stringent quality standards. For the aftermarket segment, a structured process is in place whereby distributor complaints are received, documented and reported to the appropriate teams for resolution. Twice a year, the Company convenes a meeting of the Governing Council of Endurance Distributors to deliberate on broader commercial concerns, product availability, market feedback, and related matters. The Company also receives and responds to consumer complaints and grievances registered via telephone, over email, or in person at any of the offices of the Company at E-94, MIDC Industrial Area, Waluj, Chh. Sambhajinagar - 431 136, Maharashtra. The customer care numbers are 0240 2569723 and 8010187593 and the email ID are customercare@endurance.co.in and marketing@endurance.co.in.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	5.93%
Safe and responsible usage	5.93%
Recycling and/or safe disposal	5.93%

Note: All primary and secondary packaging comprehensively adhere to government-mandated regulations concerning environmental and social parameters, safe and responsible usage, recycling guidelines, and appropriate disposal methods where applicable. The Company's products feature pertinent recycling information. Additionally, Endurance offers a buyback program for its used, clean bags – Please refer to Principle 9, Leadership Indicator 2 below. For its aftermarket channel, the Company ensures coverage of environmental and social elements besides safe and responsible usage of its products in the Company's downstream value chain partners through focused awareness sessions, as detailed in Principle 1, Leadership Indicator 1.

Business Responsibility and Sustainability Report (Contd.)

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

Particulars	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at the end of the year		Received during the year	Pending resolution at the end of the year	
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other -Consumer Complaints on Food Products, adulteration, short weight, etc.	0	0	NA	0	0	NA

NA = Not Applicable

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

	Number	Reasons for recall
Voluntary recalls	0	Not Applicable
Forced recalls	0	Not Applicable

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 to the policy.

Endurance has robust ISMS policies covering cyber security and data privacy based on ISO 27001:2013 which are reviewed annually. The Company's systems and processes are certified by the ISO accreditation body, BSI with a renewal every 3 years and an annual surveillance audit. The policy extends to the Company's employees as well as external stakeholders who access its network resources. The policies are available and accessible to all the employees and training/awareness is provided periodically. The Company has a helpdesk with a ticket management system to address any complaints as well as various cybersecurity software with dashboards supported by alerts/notifications on any vulnerabilities detected in the IT systems landscape.

The policy is available for employees to access on the company intranet.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.

Not applicable, since there were no instances of product recalls or penalties/actions taken by regulatory authorities related to the safety of the Company's products/services.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches along with impact:** No instances of data breaches were reported in FY 2023-24.
- Percentage of data breaches involving personally identifiable information of customers:** None
- Impact, if any, of the data breaches:** No such impact as no data breaches occurred in the reporting year.

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

The details and pertinent information about the Company's products can be found on the website: www.endurancegroup.com. The Company also conducts biennial Auto Expos. The pricing and catalogue information is also accessible on an Android app which is available on Google Play Store.

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

The Company prioritizes safe and responsible product usage by consistently raising consumer awareness. It hosts meetings with retailers and mechanics to educate them about the products. The Company's product labels contain crucial information, safety instructions, and consumer support contact details.

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

The Company's operations are not subject to the regulations outlined in the Essential Services Maintenance Act ("ESMA"). Nevertheless, The Company takes a proactive approach by informing its customers about any possible interruptions or discontinuations in product availability through its salesforce and various communication channels.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. 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)**

The Company complies with the 'Legal Metrology Act' of the Government of India by displaying product information accordingly. Product packaging also includes essential details such as product compliance, address, consumer contacts, and thickness standards of packaging, along with government-mandated information as detailed in Essential Indicator 2 (above).

The Company's business is inherently customer-centric, and the Company continuously strives to enhance consumer experience through engagement to provide best-in-class experience. During the financial year 2023-24, a customer satisfaction survey was not conducted. However, the Company does convene a Governance Council to address consumer experience and feedback. The composition of the Governance Council is not static, as its membership rotates every six months following predetermined internal criteria. This rotation ensures representation from various sectors, and the members comprise the authorised distributors of the Company, including large- and small-scale distributors from metro markets, rural markets, and different segments like two-wheelers and three-wheelers. Council members provide feedback on the company's operational strategies, pricing policies, schemes and incentives, market fit, and other pertinent areas of concern.