

July 18, 2025

National Stock Exchange of India Limited  
Exchange Plaza  
C-1, Block G, Bandra Kurla Complex  
Bandra (E), Mumbai - 400 051

BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai - 400 001

Through: NEAPS

Through: BSE Listing Centre

Symbol: ASHOKLEY

Scrip Code: 500477

Dear Sir/Madam,

**Subject: Business Responsibility and Sustainability Report (BRSR)**

Pursuant to Regulation 34(2)(f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report of the Company for the Financial Year 2024-25.

The copy of the same is also available on the website of the Company viz., [www.ashokleyland.com](http://www.ashokleyland.com)

Kindly take the above on record.

Thanking you,

Yours faithfully,  
**for Ashok Leyland Limited**

**N Ramanathan**  
**Company Secretary**

Encl.: a/a

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### Section A: General Disclosures

#### I Details of the listed entity

1.	Corporate Identity Number (CIN) of the listed entity	L34101TN1948PLC000105
2.	Name of the Listed Entity	Ashok Leyland Limited
3.	Year of incorporation	1948
4.	Registered office address	No. 1, Sardar Patel Road, Guindy, Chennai – 600 032
5.	Corporate address	No. 1, Sardar Patel Road, Guindy, Chennai – 600 032
6.	Email	<a href="mailto:secretarial@ashokleyland.com">secretarial@ashokleyland.com</a>
7.	Telephone	+91 – 44 – 2220 6000
8.	Website	<a href="http://www.ashokleyland.com">www.ashokleyland.com</a>
9.	Financial year for which reporting is being done	April 1, 2024, to March 31, 2025
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd and National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 293.65 Crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Alok Verma Head Corporate Strategy & ESG Telephone: +91 – 44 – 2220 6091 Email: <a href="mailto:Alok.Verma@ashokleyland.com">Alok.Verma@ashokleyland.com</a>
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone Basis  The reporting of data on safety incidents, water consumption, waste generation, and air emissions from Sales Offices has not been accounted for in the current financial year. However, Ashok Leyland Limited ('AL' or the 'Company') plans to implement procedures and systems to track and account these figures in the future reporting period.
14.	Name of assurance provider	DNV Business Assurance India Private Limited ("DNV")
15.	Type of assurance obtained	Reasonable Assurance – Core Attributes Limited Assurance – Selected BRSR Attributes which are not part of BRSR Core Attributes

#### II. Products or Services

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

Sl. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacture and sale of Medium and Heavy Commercial Vehicles	Automobile Manufacturing	73.70
2	Manufacture and sale of Light Commercial Vehicles	Automobile Manufacturing	11.33
3	Spare Parts and Others	Automobile Manufacturing	11.89
4	Sale of Power Solution Systems	Automobile Manufacturing	3.08

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

Sl. No	Product/Service	NIC Code	% of total Turnover contributed
1	Trucks (M&HCV) Medium & Heavy Commercial Vehicles	29102	58.04
2	Bus (M&HCV) Medium & Heavy Commercial Vehicles	29109	15.66
3	LCV – Light Commercial Vehicles	29104	11.33
4	Spare Parts and Others	50300	14.97

#### 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	9	47*	56
International	0	0	0

\*Out of forty-seven offices, forty-five offices are the sales offices that come under the control of Ashok Leyland.

##### 19. Markets served by the entity

###### a. No. of Location

Locations	Number
National (No. of States)	28 States and 7 Union Territories
International (No. of Countries)	49

b. What is the contribution of exports as a percentage of the total turnover of the entity	5.5%
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###### c. A brief on types of customers

Ashok Leyland is an Indian multinational automotive manufacturer based in Chennai and serves as the Indian flagship of the Hinduja Group. AL serves a diverse customer segment as follows:

- **Commercial Fleet Operators:** This segment includes transportation companies operating truck fleets for long-distance cargo movement, third-party logistics providers managing supply chains, corporate entities requiring employee shuttle services, private operators running intercity bus services and tourist transportation, and educational institutions needing student transportation. These customers value AL's vehicles for their reliability in continuous operation, fuel efficiency for cost management, and appropriate configurations for specific transportation needs.
- **Retail Customers:** The retail segment comprises individual entrepreneurs operating single vehicles as their primary business, small family enterprises with limited fleets serving regional markets, and businesses requiring power generation solutions. These customers typically finance their purchases through loans and depend heavily on their vehicles for livelihood. AL serves them through an extensive dealer network offering sales, service, and parts support across urban and rural areas.
- **Government Agencies:** Government customers include State Transport Undertakings operating city and intercity public transit systems that transport millions of passengers daily,

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municipal corporations requiring specialized vehicles for waste management and civic functions, rural administrative bodies (panchayats) needing smaller commercial vehicles for development projects, and various central government departments with specific transportation requirements. This segment typically procures vehicles through formal tender processes with detailed specifications, expecting long service life, standardized maintenance protocols, and extensive after-sales support networks.

- **Industrial Sector:** The industrial segment encompasses construction companies requiring tipplers for material transport at infrastructure projects, mining operations deploying heavy-duty vehicles in challenging terrain, manufacturing facilities using AL engines for various production applications, power generation companies requiring Industrial engines, Agricultural engines, Gensets and Marine engines. These customers demand robust engineering specifications, customized solutions for specific operational environments, high uptime guarantees, and specialized technical support for maintenance and repairs to minimize operational disruptions.
- **Defence:** For decades, Ashok Leyland has been a trusted partner in Defence mobility. AL has been the largest supplier of logistics vehicles to the Indian Army, with platforms ranging from 4x4 to 12x12 configurations. The vehicles are designed to operate

in challenging terrains while maintaining reliability for various operational requirements of the armed forces

- **International Markets:** Ashok Leyland exports a substantial volume of commercial vehicles, including trucks and buses, to customers at various countries worldwide. International customers benefit from vehicles adapted to local regulations, climate conditions, and operating environments, supported by regional service networks and training programs.
- **Special Application Vehicles:** This segment showcases AL's engineering versatility through specialized vehicles including tanker trucks designed for safe transport of petroleum products and hazardous chemicals, temperature-controlled refrigerated vehicles maintaining cold chain integrity for pharmaceuticals and perishables, ambulances configured for emergency medical services with appropriate equipment integration, airport tarmac buses featuring ultra-low entry designs for passenger convenience, and utility service vehicles modified for telecommunications and electrical maintenance. These applications require extensive customization, special regulatory compliance, purpose-built features, and specialized driver training programs to ensure safe and efficient operation.

However, Ashok Leyland's success stems from adaptable vehicle platforms, extensive R&D, comprehensive service networks, and specialized engineering capability across diverse applications.

#### IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including difaly abled)

Sl. No	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	5,278	4,886	92.57	392	7.43
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Employees (D+E)	5,278	4,886	92.57	392	7.43
<b>Workers</b>						
4.	Permanent (F)	4,417	4,364	98.80	53	1.20
5.	Other than Permanent (G)	25,171	23,469	93.23	1,702	6.76
6.	Total Workers (F+G)	29,588	27,833	94.07	1,755	5.93

b. Differently abled employees and workers

Sl. No	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	12	11	91.67	1	8.33
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Employees (D+E)	12	11	91.67	1	8.33
<b>Differently abled Workers</b>						
4.	Permanent (F)	58	58	100	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total Workers (F+G)	58	58	100	0	0

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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	1	10
Key Management Personnel	3	0	0

*\*In terms of Section 203 of the Companies Act, 2013*

### 22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	7.87%	7.74%	7.86%	7.62%	10.05%	7.77%	5.16%	11.51%	5.53%
<b>Permanent Workers</b>	5.57%	0.00%	5.52%	3.44%	0.00%	3.42%	4.23%	0.00%	4.20%

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

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

Sl. No	Name of the holding/ subsidiary/associate/ companies/ joint ventures (A)	Indicate whether holding/subsidiary/ associate/joint venture	% of shares held
1	Hinduja Automotive Limited, U.K.	Holding	50.86
2	Albonair GmbH, Germany	Wholly owned subsidiary	100.00
3	Albonair (Taicang) Automotive Technology Co., Ltd, China	Wholly owned subsidiary (Step down)	100.00
4	Albonair (India) Private Limited	Wholly owned subsidiary	100.00
5	Ashok Leyland (Nigeria) Limited	Wholly owned subsidiary	100.00
6	Ashok Leyland (Chile), S.A.	Wholly owned subsidiary	100.00
7	Ashok Leyland Foundation	Wholly owned subsidiary	100.00
8	OHM Global Mobility Private Limited	Wholly owned subsidiary	100.00
9	Ashley Aviation Limited	Wholly owned subsidiary	100.00
10	Ashok Leyland (UAE) LLC (including shareholding held in beneficial position)	Wholly owned subsidiary	100.00
11	LLC Ashok Leyland Russia*	Wholly owned subsidiary (Step down)	100.00
12	Ashok Leyland West Africa SA	Wholly owned subsidiary (Step down)	100.00
13	Vishwa Buses and Coaches Limited	Wholly owned subsidiary	100.00
14	Gulf Ashley Motor Limited	Subsidiary	93.15
15	Optare Plc., U.K.	Subsidiary	92.59
16	Optare UK Limited	Subsidiary (Step down)	92.59
17	Switch Mobility Limited, U.K. (formerly Optare Group Limited)	Subsidiary (Step down)	91.26
18	Switch Mobility Automotive Limited	Subsidiary (Step down)	91.26
19	Switch Mobility Europe S.I., Spain	Subsidiary (Step down)	91.26
20	OHM International Mobility Limited*	Subsidiary (Step down)	73.01
21	HLF Services Limited	Subsidiary	82.05
22	Gro Digital Platforms Limited	Subsidiary	80.56
23	Hinduja Tech Limited	Subsidiary	72.99
24	Hinduja Tech (Shanghai) Co., Limited	Subsidiary (Step down)	72.99
25	Hinduja Tech Inc., USA	Subsidiary (Step down)	72.99

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Sl. No	Name of the holding/ subsidiary/associate/ companies/ joint ventures (A)	Indicate whether holding/subsidiary/ associate/joint venture	% of shares held
26	Drive System Design Inc., USA	Subsidiary (Step down)	72.99
27	Hinduja Tech Canada Inc., Canada	Subsidiary (Step down)	72.99
28	Hinduja Tech Limited, U.K.	Subsidiary (Step down)	72.99
29	Drive System Design Limited, U.K.	Subsidiary (Step down)	72.99
30	Drive System Design s.r.o., Czech	Subsidiary (Step down)	72.99
31	Hinduja Tech GmbH, Germany	Subsidiary (Step down)	72.99
32	TECOSIM Group GmbH, Germany	Subsidiary (Step down)	72.99
33	TECOSIM GmbH, Germany	Subsidiary (Step down)	72.99
34	TECOSIM Limited, U.K.	Subsidiary (Step down)	72.99
35	TECOSIM Engineering S.R.L, Romania	Subsidiary (Step down)	72.99
36	TECOSIM Inc, USA	Subsidiary (Step down)	72.99
37	TECOSIM Japan Ltd, Japan	Subsidiary (Step down)	72.99
38	TECOSIM Engineering Services Private Limited, India	Subsidiary (Step down)	72.99
39	ZeBeyond Limited, U.K.	Joint Venture of Subsidiary	36.50
40	Global TVS Bus Body Builders Limited	Subsidiary	66.67
41	Hinduja Leyland Finance Limited	Subsidiary	61.12
42	Hinduja Housing Finance Limited	Subsidiary (Step down)	61.12
43	Gaadi Mandi Digital Platforms Limited	Subsidiary (Step down)	61.12
44	Ashley Alteams India Limited	Joint Venture	50.00
45	TVS Trucks and Buses Private Limited	Joint Venture	49.90
46	Ashok Leyland Defence Systems Limited	Associate	48.49
47	Mangalam Retail Services Limited	Associate	37.48
48	Lanka Ashok Leyland PLC	Associate	27.85
49	Rajalakshmi Wind Energy Limited	Associate	26.00
50	Prathama Solar Connect Energy Private Limited	Associate	26.00
51	HR Vaigai Private Limited	Associate	26.00
52	Ashok Leyland John Deere Construction Equipment Company Private Limited (Under liquidation process)	Joint Venture	46.90

*\*Dissolved during FY 2024-25*

Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)

*Yes, there are instances where joint initiatives have been carried out. However, Subsidiaries/Associates/ Joint Ventures also independently manage their own business responsibility initiatives.*

### VI. CSR Details

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in ₹ Crores)	38,752.74
	(iii) Net Worth (in ₹ Crores)	11,518.79

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### VII Transparency and Disclosures Compliances

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

Stakeholder group whom complaint is received	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		No. of complaint filed during the year	No. of complaints pending resolution at close of the year	Remark	No. of complaints filed during the year	No. of complaint pending resolution at close of the year	Remark
Communities	No	0	0	-	0	0	-
Investors (other than shareholders)	Yes <a href="#">Policy</a>	0	0	-	0	0	-
Shareholders	Yes <a href="#">Policy</a>	22	0	-	10	0	-
Employees and workers	Yes <a href="#">POSH Policy</a>	80	1	POSH, Working conditions, Health, and Safety	32	0	POSH, Working conditions, Health, and Safety
Customers	Yes	6,208	23	Complaints from Reach us (secretarial or mail to MD), AL India Official Social Media accounts	1,465	192	Complaints from Reach us (secretarial or mail to MD), AL India Official Social Media accounts
Value Chain Partners	Yes <a href="#">Whistle-blower Policy</a>	4	0	Complaints received through online whistleblower portal	3	0	Part of Whistle-blower Policy.
Others (please specify)	No	0	0	-	0	0	-

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

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

Sl. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
1	Product Stewardship	Opportunity	Companies that excel in innovation are more likely to experience growth and resilience, enhancing their competitive advantage in the market and responding more adeptly to the evolving needs and demands of society. Disclosing research and development (R&D) expenditures and activities allows companies to demonstrate their commitment to sustainable solutions and efficient production, signalling their preparedness for future challenges		Positive Implication

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Sl. 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)
2	Customer Relationships and Satisfaction	Risk	Ensuring that the Company's products and services exceed customer expectations helps to avoid costly litigation, strengthens customer trust, and boosts sales.	<ul style="list-style-type: none"> <li>- Provision of transparent information and honest advice regarding its products and services.</li> <li>- Enhancement of customer relationships and responsiveness to their needs, utilizing initiatives like PRISM 2.0, LEAD, SELECT, and i-alert.</li> <li>- Maintenance of an attentive aftersales service, including a 24/7 toll-free call center, website, social media, and a dedicated complaint management system for prompt resolution of issues.</li> </ul>	Negative Implication
3	Business Growth and Profitability	Risk	The Company's failure to absorb losses due to unexpected contingencies and sudden external shocks could have severe repercussions, threatening the business's sustainability.	<ul style="list-style-type: none"> <li>- Implementing robust Environmental, Social, and Governance (ESG) policies.</li> <li>- Developing systems and processes centered on sustainability.</li> <li>- Crafting a business model resilient to disruptions.</li> </ul>	Negative Implications
4	Corporate Governance	Risk	Violating regulatory compliance typically incurs legal punishment, such as fines and penalties.	<ul style="list-style-type: none"> <li>- Cultivating an ethical organizational culture with an emphasis on transparency and compliance.</li> <li>- Routinely conducting risk assessments to pinpoint and address potential compliance risks.</li> </ul>	Negative Implication
5	Occupational Health and Safety	Opportunity	The Company's implementation of health and wellbeing initiatives is leading to higher employee productivity and lower attrition, while its road safety awareness programs are effectively promoting adherence to safety rules among the community and drivers.		Positive Implication
6	Community Development	Opportunity	The Company secures goodwill with local and marginalized communities by implementing community development programs, thereby affirming its social license to operate.		Positive Implication
7	Sustainable Supply Chain and Sourcing	Opportunity	The Company commits to maintaining a supply chain that is environmentally friendly, locally sourced, and socially responsible, contributing to both stability and diversity as well as generating local job opportunities.		Positive Implication

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Sl. 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	Recruitment and Talent Retention	Opportunity	Initiating employee benefit schemes, providing competitive salaries, and embracing workforce diversity are strategies the Company employs to retain top talent and foster diverse perspectives in its decision-making process.		Positive Implication
9	Cybersecurity	Risk	The Company risks economic and reputational losses, as well as diminished customer trust, due to insufficient data security and privacy protections.	<ul style="list-style-type: none"> <li>- The deployment of robust information security systems and the enactment of stringent policies for handling sensitive customer data.</li> <li>- The establishment of an Information Security/ Cybersecurity policy that is accessible to all employees within the organization.</li> </ul>	Negative Implication
10	Resource Optimisation and Operational Eco-Efficiency	Opportunity	By optimizing resource utilization, the Company not only enhances its operational efficiency but also appeals to eco-conscious customers.		Positive Implication
11	Human Rights	Risk	Non-compliance with human rights norms risks incurring penalties and reputational harm.	The company ensures adherence to international and national human rights standards across its operations and throughout its value chain.	Negative Implication
12	Training and Education	Opportunity	The company is committed to providing skill enhancement and qualification opportunities to employees, fostering career advancement, and leading to improved employee retention.		Positive Implication
13	Labour Management Relationship	Risk	The company actively supports its workers' and employees' right to form unions and negotiate collectively, leading to increased satisfaction among the workforces.	<ul style="list-style-type: none"> <li>- Encouraging employees and workers to join autonomous unions.</li> <li>- Engaging with union representatives to further the well-being of workers and employees.</li> </ul>	Positive Implication

### Section B: Management and Process Disclosures

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available									

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Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management processes</b>										
	Affirmative Action			Y		Y			Y	Y
	AL Fair Disclosure Policy	Y								
	Anti-Bribery and Anti-Corruption Policy	Y		Y		Y				Y
	Archival Policy	Y								
	Biodiversity Policy and No-Deforestation Commitment						Y			
	Board Diversity Policy						Y			
	Code of Conduct for Executives	Y	Y	Y	Y	Y		Y	Y	Y
	Code of Conduct for the Board Members and the Senior Management	Y	Y	Y	Y	Y		Y	Y	Y
	Code of conduct to regulate, monitor and report trading by designated persons	Y	Y	Y	Y	Y		Y		
	Conflict Mineral Policy		Y				Y			
	Conflict of Interest Policy	Y								
	Contact details of Key Managerial Personnel as required under Regulation 30(5) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015	Y								
	Corporate Social Responsibility Policy of Ashok Leyland Limited	Y			Y			Y		
	Dividend Distribution Policy	Y							Y	
	Environment Health and Safety Policy		Y	Y	Y		Y		Y	
	ESG (Environmental, Social, Governance) Policy		Y	Y	Y		Y			
	Green Procurement Policy		Y				Y			
	Information Security Policy									Y
	Information Security Policy Statement									Y
	Penalty for Contravention of Company's Code of Conduct to Regulate, Monitor and Report Trading by Insiders	Y								
	Policy on disclosure of material events or information	Y								Y
	Policy on Material Subsidiary	Y								
	Policy on Related Party Transaction	Y								
	Prevention of Sexual Harassment at Workplace			Y	Y	Y				
	Quality Policy									Y
	Re-dream - Back to Work Program for Women			Y		Y				
	Remuneration Policy	Y		Y						
	Supplier Code of Conduct		Y						Y	Y
	Sustainability Policy		Y							
	Whistleblower Policy			Y	Y	Y				
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

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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.	<ol style="list-style-type: none"> <li>1. ISO 14001:2015 Environmental Management System</li> <li>2. ISO 45001:2018</li> <li>3. IATF – International Automotive Task Force</li> <li>4. ISO 27001:2022 – Information Security Management System</li> <li>5. ISO 31000:2018 – Integrated COSO ERM Framework</li> <li>6. ISO 14064-1:2018 – Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals</li> <li>7. Global Reporting Initiatives (GRI) Standards</li> <li>8. Sustainable Development Goals (UN-SDG)</li> <li>9. S&amp;P Global Corporate Sustainability Assessment (CSA)</li> <li>10. OHSAS</li> <li>11. General Data Protection Regulation (GDPR) and Digital Personal Data Protection Act (DPDP) 2023</li> </ol>
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Ashok Leyland has identified and set goals and targets for each principle along with defined timelines. The following are the goals committed by the Company:</p> <ul style="list-style-type: none"> <li>- Net Zero – Achieve Net Zero by 2048</li> <li>- Carbon Neutrality – Achieve Carbon Neutrality in operations by 2030.</li> <li>- Committed to the RE100 initiative, aiming to power AL's operations with 100 percent renewable electricity by 2030</li> <li>- Water Positivity - Attain 80 percent self-reliance on Water by 2030</li> <li>- Diversity, Equity, and Inclusion - Improve gender diversity across business operations targeting 10 percent by FY 2025-26</li> <li>- Health and Safety – Instil a Zero Harm Work environment.</li> <li>- Community Development - Improved coverage of Road to school, Road to Livelihood, and Jal Jeevan aspiring to reach one million beneficiaries</li> <li>- Board Independence &amp; Practices - Improve Board Diversity</li> <li>- Compliance – AL is committed to maintain 100 percent compliance with all applicable law and standards</li> </ul>
6.	Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	The performance of the commitments on each goal and targets are reviewed on a periodic basis by the respective internal team. The performance for each topic is depicted in the Annual Report FY 2024-25.
<b>Governance, Leadership, and Oversight</b>		
7.	Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>AL's strategic journey from compliance to competitive sustainability underscores a commitment to responsible business practices and delivering meaningful outcomes through impactful initiatives. Embedded within this strategy is a bold ESG vision with ambitious targets—achieving carbon neutrality for operations and RE100 by 2030 and net-zero emissions by 2048.</p> <p>Remarkable progress has been made in renewable energy, with the footprint rising from 61 percent in FY 2023-24 to 69 percent in FY 2024-25, driven by a 26 MW solar capacity addition in FY 2024-25, and is slated to reach 80 percent by FY 2025-26. Sustainable water initiatives have boosted rainwater utilisation from 2 percent in FY 2023-24 to 14 percent in FY 2024-25, achieving 51 percent self-reliance. AL attained Platinum certification from M/s IRClass for achieving “Zero Waste to Landfill” and also met 100 percent compliance for Extended Producer Responsibility (EPR) targets, fulfilling 80 percent internally.</p> <p>Futuristic vehicles showcased include India's first electric Port Terminal Tractor and Switch's category-leading 7.5T GVW LCV Truck at Bharat Auto Expo. Customer pilots with advanced BEVs, hydrogen fuel cell buses, and LNG trucks have accelerated decarbonisation pathways. Life Cycle Assessment Pilots have further uncovered emission reduction opportunities. Plans for Registered Vehicle Scrappage Facilities (RVSF) reflect your company's alignment with the circular economy.</p> <p>The Road to School (RTS) program has transformed the lives of 276,584 children across 7 states. With the establishment of the Ashok Leyland Foundation, aspirations to impact one million children are within reach. Gender diversity goals are progressing, with representation rising to 9.52 percent in FY 2024-25, targeting 10 percent by FY 2025-26. Driver initiatives have trained 2.78 Lakh drivers and placed 6,437 through comprehensive programs, while “Re-AL,” the e-marketplace for used vehicles, onboarded 2,229 users and listed 1,978 pre-owned vehicles, offering greater transparency.</p>

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		<p>Sustainability reporting is aligned with value creation models, supported by robust disclosure frameworks along with assurance of BRSR Reports by M/s DNV. AL has also pioneered ESG data collection across top suppliers to support their decarbonization efforts well ahead of regulatory schedules to help drive their sustainability agenda. Achieved distinguished rankings and rated high by prestigious ESG rating agencies in India and globally in the Heavy Machinery and Trucks sector, affirms your Company's leadership.</p> <p>Engaging with forums like C40, LeadIT, CII, TERI, CDP, FICCI, SIDBI and SteelZero, AL is actively shaping the ecosystem for sustainability while driving transformative change. This approach underscores the impact and innovation inherent in your company's sustainability journey.</p>
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Alok Verma Head of Corporate Strategy & ESG
9.	Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Board has constituted the Environmental, Social and Governance Committee ('ESG Committee') to oversee the sustainability related issues. The details for the same is detailed out in Annexure C to the Board's Report.

### 10. Details of Review of NGRBC by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other committee									Frequency (Annually/Half Yearly/Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	All policies are reviewed periodically or on need basis from time to time and updates are made wherever required.								
Compliance with statutory requirement of relevance to the principles &, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	A	A

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

12.	If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated									
	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The entity does not consider the principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	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	NA	NA	NA	NA	NA	NA	NA	NA
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
	It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

\*A – Annually, Y - Yes, N – No, NA – Not Applicable

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### Section C: Principle Wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership." While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

##### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	8	Principle 1, 3, 5, and 6	100%
Key Managerial Personnel	1	Principle 3	100%
Employees other than BoD and KMPs	545	Principle 1, 3 and 5	76%
Workers	274	Principle 1, 3 and 5	98%

- Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil. There were no monetary fines/penalties/punishment/award/compounding fees/settlement amount paid during the financial year.				
Settlement					
Compounding Fee					

Non-Monetary				
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil. There were no non-monetary cases leading to imprisonment and punishments during the financial year.			
Punishment				

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA – Not Applicable as there cases during the financial year.	

- 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  
Yes, Ashok Leyland has implemented an [Anti-Corruption and Anti-Bribery Policy](#) and committed to act professionally and fairly with integrity in all its business dealings, relationship and in its all operations and to enforce effective systems to counter bribery. AL has maintained a zero-tolerance on bribery, facilitation payments, or corrupt practices.

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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 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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.

NA - Not Applicable. There were no cases of corruption and conflict of interest during the financial year.

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

	FY 2024-25	FY 2023-24
Number of days of accounts payable	78	76

9. Open-ness of business

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

Parameters	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.78	0.06
	b. Number of trading houses where purchases are made from	5	4
	c. Purchases from top ten trading houses as % of total purchases from trading houses	0.78	0.06
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	84.85	91.2
	b. Number of dealers/ distributors to whom sales are made	1,346	1,136
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	29.61	25.2
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	0.06	0.06
	b. Sales (Sales to related parties / Total Sales)	0.05	0.03
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	0.00	0.42
	d. Investments (Investments in related parties/Total Investments made)	0.63	1.00

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### Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Strategic Partners Meet – P1 to P9	>80
1	Supplier Summit – P1 to P9	>90
2	ESG Awareness and Training to Supplier – P1 to P9	75.45
2	BRSR Requirements & ESG Digital Tool Awareness & Training	76
1	Panel Meeting – P1 to P9	10.33
1	WRI Engagement on 10 MSME – P1 to P9	0.90

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.
  - AL is dedicated to conducting its operations in a way that guarantees its Directors, Employees, and all other stakeholders engage in decision-making processes free from conflicts of interest. A clearly defined conflict of interest policy is available on the AL website.
  - Additionally, AL has established a distinct Code of Conduct for the Board of Directors and Senior Management, providing explicit guidelines for preventing and disclosing any actual or potential conflicts of interest. Annually, the Board of Directors and senior management affirm their adherence to this Code of Conduct.

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

#### Essential Indicators

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

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
<b>R&amp;D</b>	20	27	<ul style="list-style-type: none"> <li>• Alternate fuel projects like BEV, LNG, H2 ICE, Fuel cell, Emission reduction projects like CEV V, CPCB IV+, TREM IV and Pass By Noise regulation project.</li> <li>• Safety improvement projects like FAS and FPS implementation in School Bus, Seat Belt Anchorage, Indirect Vision improvement, Engine Brake Development, Defence projects, Improvement of driver comfort and Ergonomics with features like AMT, AC , Air Suspension.</li> <li>• Roof sheet upgradation, Fire Safety improvements in the R&amp;D centre.</li> </ul>
<b>Capex</b>	16	26	<ul style="list-style-type: none"> <li>• Manufacturing facilities and tooling related to Emission projects, Alternate energy vehicle development, Defence.</li> <li>• Transition to cleaner energy alternatives (electric, LPG, CNG) for plant operations, Water conservation and Energy saving projects. Improvements in Scrap management, Sewage disposal.</li> <li>• Safety improvements related to fire, electrical, working at heights etc., Security improvement with face reader, turnstile &amp; CCTV, Restroom improvements, Improvements in canteen infrastructure, AC / fan for employees, Drinking water facilities, Infrastructure for Skill development of workforce.</li> </ul>

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

Yes, Ashok Leyland has devised a procedure to source materials sustainably through our Supplier Code of Conduct. This proactive approach guarantees the fulfilment of production demands while safeguarding the environment from the potential negative effects of operations. The Supplier Code of conduct and Supplier ESG assessment and development process is disclosed on company website.

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

100%

At AL, we have a large network of suppliers, and we encourage them to adopt the same sustainability standards that we practice. Our endeavour is to prioritise environmental and social risk parameters and have formal mechanisms in place to monitor and track its performance.

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

**(a) Plastics:** The packaging plastic materials are managed in accordance with Extended Producer Responsibility requirements. Plastic coverings used in vehicles are symbolically marked to facilitate easy identification of their recyclability characteristics. Post-consumer plastic packaging waste derived from vehicles and spare parts is processed through authorized vendors approved by the Pollution Control Board to meet EPR targets.

**(b) E-Waste:** E-Waste is recycled through authorised recyclers by the Pollution Control Board (PCB) as per E-Waste Management Rules.

**(c) Hazardous Waste:** All Hazardous Waste generated/installed in our vehicles are removed safely at the initiation process of the scrapping of vehicle. This includes collection of used oil and other hazardous waste such as refrigerants, battery waste, etc. The Hazardous Waste is sent to recycling/reusing through vendors authorised getting co-processing certificates.

**(d) Other Waste:** As part of the RVSF initiative in the finalisation stage, going forward, all ferrous and non-ferrous metals would be extracted from the vehicles for recycling, thus increasing the circularity and reducing the environmental footprint to produce new vehicles without compromising on the quality and standards. Also, during the financial year, AL has carried out recycling of Cast Iron through AL Foundry and Ashley Alteams respectively accounting to 86 percent of recycling of Cast Iron. As part of the RECON Initiative 5,383 engines were reconditioned as well. On the packaging plastics, AL has ensured compliance to EPR. AL has carried out effective recycling and met 100 percent compliance for Extended Producer Responsibility (EPR) targets, fulfilling 80 percent internally.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same

Yes, Extended Producer Responsibility (EPR) registration has been done in the Central Pollution Control Board (CPCB) Portal for Plastic Waste management and Imported Batteries. AL has adhered to all the norms stipulated by the PCB and follows a zero waste to landfill approach where all the wastes are segregated at sources.

### Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
29109	12-Meter Bus BS-VI Diesel	-	Cradle to Grave	No	No

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

Name of Product/Service	Description of the risk/concern	Action taken
12-Meter Bus BS-VI Diesel	-	No significant risks were identified from the LCA carried out.

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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 2024-25	FY 2023-24
Cast Iron	86% (Overall Production of 96,829 MT)	85.83% (Overall Production of 94,317 MT)

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

	FY 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely disposed
Plastics (including packaging)	Plastic Recycling as part of EPR compliance to meet the compliance mandate of 1,879 MT by CPCB			Plastic Recycling as part of EPR compliance to meet the compliance mandate of 1,694 MT by CPCB		
E-Waste						
Hazardous Waste						
Other Waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Plastics	100%

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

#### Essential Indicator

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	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	4,886	4,886	100	4,886	100	0	0	4,886	100	0	0
Female	392	392	100	392	100	392	100	0	0	0	0
<b>Total</b>	<b>5,278</b>	<b>5,278</b>	<b>100</b>	<b>5,278</b>	<b>100</b>	<b>392</b>	<b>7.42</b>	<b>4,886</b>	<b>92.58</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent Employees</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	% of workers covered by										
	Total (A)	Health Insurance*		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Workers</b>											
Male	4,364	4,364	100	4,364	100	0	0	0	0	4,364	100
Female	53	53	100	53	100	53	100	0	0	53	100
<b>Total</b>	<b>4,417</b>	<b>4,417</b>	<b>100</b>	<b>4,417</b>	<b>100</b>	<b>53</b>	<b>1.19</b>	<b>0</b>	<b>0</b>	<b>4,417</b>	<b>100</b>
<b>Other than Permanent Workers</b>											
Male	23,469	23,469	100	23,469	100	0	0	0	0	23,469	100
Female	1,702	1,702	100	1,702	100	1,702	100	0	0	1,702	100
<b>Total</b>	<b>25,171</b>	<b>25,171</b>	<b>100</b>	<b>25,171</b>	<b>100</b>	<b>1,702</b>	<b>6.76</b>	<b>0</b>	<b>0</b>	<b>25,171</b>	<b>100</b>

\*AL facilitates the health insurance coverage for its permanent workers by centralising the negotiation of terms and the payment of premiums upfront. While for the non-permanent workforce, AL ensures to they have the ESI provision

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.57%	0.53%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority. (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority. (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	100 (Eligible Employees)	100	Y	100 (Eligible Employees)	100	Y
Others – please specify	0	0	NA	0	0	NA

### 3. Accessibility of workplaces

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

- Yes, Ashok Leyland's premises and offices are accessible to differently abled employees and workers, in accordance with the Rights of Persons with Disabilities Act, 2016.
- AL is dedicated to fostering an accessible and inclusive environment for individuals with disabilities across all its locations, including offices and plants.
- AL has proactively implemented comprehensive infrastructure enhancements to address mobility challenges.
- Facilities are designed or adapted to meet the diverse needs of differently abled individuals, with accommodations provided on a case-by-case basis.
- AL encourages feedback from employees, workers, and visitors to further refine its accessibility measures.
- Additionally, a meticulous feasibility analysis is being conducted to ascertain the specific needs of differently abled individuals within each unit.

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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.
- Ashok Leyland upholds a policy of equal opportunity in accordance with the Rights of Persons with Disabilities Act, 2016. As part of its Code of Conduct for executives, the organisation has integrated equal opportunity employment, irrespective of race, creed, caste, religion, nationality, gender, colour, ancestry, ethnic origin, marital status, sexual orientation, or disability unrelated to job requirements. Link to the Policy: [Code of Conduct](#)
  - Recognising that AL's competitiveness is intrinsically linked to the wellbeing of all segments of society, the organisation is committed to the following principles: to adhere to an inclusive growth policy, thereby maintaining its status as an equal opportunity employer; to abstain from engaging in or endorsing any form of discrimination; and to offer equal opportunities to applicants from disadvantaged backgrounds, provided they possess the requisite skills and credentials as publicly advertised. Link to the Policy: [Affirmative-Action](#)

5. Return to work and Retention rates of permanent employees and workers that took parental leave

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	89.86%	Not Applicable	Not Applicable
Female	93.33%	94.29%	Not Applicable	Not Applicable
<b>Total</b>	<b>99.00%</b>	<b>90.48%</b>	Not Applicable	Not Applicable

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

Ashok Leyland has established mechanisms to receive and address grievances from its employees and workers. The organisation is committed to fostering a work environment where grievances are promptly and effectively resolved. To this end, it has instituted a comprehensive Prevention of Sexual Harassment (PoSH) policy that aligns with the "Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013." This policy is designed to ensure a workplace that is secure and free from harassment and discrimination. AL has formulated the policy by:

- Defining protocols that must be adhered to, with the utmost respect for the dignity of all colleagues.
- Establishing a structured mechanism for the resolution of complaints related to workplace harassment targeting women.
- Stipulating that any disciplinary actions should correspond with the severity of the infraction.
- Emphasising a preventive approach that adheres to a zero-tolerance principle for such misconduct.

Link to the Policy: [HYPERLINK "https://www.ashokleyland.com/investor/policies"](https://www.ashokleyland.com/investor/policies) POSH

The Human Resources (HR) and Employee Relations (ER) department has implemented a 'Red Book' system for permanent employees to register complaints related to transport, canteen services, maintenance, and administrative matters.

- Complaints will be addressed within a specified timeframe, depending on the issue's nature. Permanent associates may report grievances verbally or non-verbally, individually or through union representatives, with designated HR or ER executives managing these concerns.
- Apprentices and third-party employees are encouraged to approach HR for any issues, which will be resolved promptly.
- Non-permanent associates can also reach out to HR or the Learning Centre for immediate assistance. Contract workmen may register grievances with their Contract Supervisors or during monthly forums held by the Employee Relations team.
- All work-related grievances will be discussed in GEMBA Meetings on the shop floor, providing a structured platform for resolution.

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

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

Category	FY 2024-25			FY 2023-24		
	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	5,278	Not Applicable	Not Applicable	5,003	Not Applicable	Not Applicable
Male	4,886	Not Applicable	Not Applicable	4,697	Not Applicable	Not Applicable
Female	392	Not Applicable	Not Applicable	306	Not Applicable	Not Applicable
Total Permanent Workers	4,417	4,417	100	4,604	4,604	100
Male	4,364	4,364	4,364	100	4,575	4,575
Female	53	53	53	100	29	29

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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)
<b>Employees</b>										
Male	4,886	1,572	32.17	3,227	66.05	4,697	1,394	29.68	2,903	61.81
Female	392	230	58.67	354	90.31	306	267	87.25	273	89.22
<b>Total</b>	<b>5,278</b>	<b>1,802</b>	<b>34.14</b>	<b>3,581</b>	<b>67.85</b>	<b>5,003</b>	<b>1,661</b>	<b>33.20</b>	<b>3,176</b>	<b>63.48</b>
<b>Workers</b>										
Male	27,833	27,833	100	27,833	100	25,848	25,848	100	25,848	100
Female	1,755	1,755	100	1,755	100	923	923	100	923	100
<b>Total</b>	<b>29,588</b>	<b>29,588</b>	<b>100</b>	<b>29,588</b>	<b>100</b>	<b>26,771</b>	<b>26,771</b>	<b>100</b>	<b>26,771</b>	<b>100</b>

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	4,886	4,886	100	4,697	4,697	100
Female	392	392	100	306	306	100
<b>Total</b>	<b>5,278</b>	<b>5,278</b>	<b>100</b>	<b>5,003</b>	<b>5,003</b>	<b>100</b>
<b>Workers</b>						
Male	4,364	Not Applicable	Not Applicable	4,575	Not Applicable	Not Applicable
Female	53	Not Applicable	Not Applicable	29	Not Applicable	Not Applicable
<b>Total</b>	<b>4,417</b>	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>4,604</b>	<b>Not Applicable</b>	<b>Not Applicable</b>

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### 10. Health and safety management system

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?
- Yes, Ashok Leyland has adopted and implemented an in-house developed Health and Safety management system across all its manufacturing facilities. This system is aligned with global best practices and processes.
  - All the AL's manufacturing facilities are certified under ISO 45001:2018 - Occupational Health and Safety Management System.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
- Across Ashok Leyland's manufacturing facilities, Hazard Identification and Risk Assessment (HIRA) has been implemented for routine activities, while Job Safety Analysis (JSA) is employed for non-routine activities.
  - These initiatives are mapped to the in-house developed Health and Safety management system and ISO 45001:2018, as applicable. In accordance with HIRA and relevant compliance requirements, periodic internal audits are conducted across all manufacturing facilities.
  - For those facilities certified under ISO 45001:2018, audits are conducted by external auditors. During FY 2024-25, no major non-conformances were reported across all ISO 45001:2018 certified manufacturing facilities.
  - AL has instituted a well-defined Environment, Health, and Safety (EHS) policy, governed by the EHS council, which is responsible for regular performance monitoring. The EHS management system is audited periodically, with results reviewed monthly by the leadership team.
  - As part of the monthly risk prevention theme, all manufacturing facilities conduct checklist-based audits, taking necessary actions on identified hazards and risks.
  - Risk mitigation projects have been undertaken in areas such as rooftop safety, electrical safety, paint process safety, material handling safety, and work height safety, with necessary Common Standard Operating Procedures (SOPs) developed and adopted for compliance.
  - Link to the Policy: [EHS Policy](#)
- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)
- Yes, Ashok Leyland has adopted a formal process across its manufacturing facilities that allows all workforce members, including contractual workers, to report work-related hazards.
  - AL promotes a culture of empowerment, enabling staff to confidently report workplace hazards and ensuring that all safety incidents are duly recorded. This process is periodically reviewed by the safety committee at the site level.
  - The identified risks and hazards are integrated into the in-house Occupational Health and Safety Management System. These incidents include, but are not limited to, injury-related occurrences, safety breaches, near misses, mechanical hazards, and vehicular accidents.
  - Employees play a crucial role in discussions regarding the establishment of corrective and preventive strategies, as well as in the implementation of these measures. They are provided with a structured platform to present their input and proposals concerning safety matters.
  - AL acknowledges and rewards employees for their contributions to safety suggestions and the execution of safety initiatives, thereby fostering a positive safety culture within the organisation.
  - Awareness programmes are conducted for all workforce members on the process of reporting work-related hazards upon joining, which is a mandatory requirement. Additionally, periodic awareness sessions are carried out to assess the effectiveness of these initiatives.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
- Yes, all employees and workers have access to non-occupational medical and healthcare services and medical insurance facilities.

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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.00	0.12
	Workers	0.15	0.11
Total recordable work-related injuries	Employees	0	1
	Workers	10	8
No. of fatalities	Employees	0	0
	Workers	1	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	1
	Workers	0	0
Number of Permanent Disabilities	Employees	0	1
	Workers	0	0

\*Including in the contract workforce

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

- Ashok Leyland has established a comprehensive Environment, Health, and Safety (EHS) policy, supported by a management system featuring a robust monitoring strategy.
- Relevant health and safety practices and processes have been implemented across manufacturing facilities, tailored to the nature of the work undertaken.
- Monthly evaluations of EHS performance are conducted and discussed in EHS committee meetings, presided over by members of AL's senior leadership. The detailed process is outlined in the company's in-house Health and Safety Management System.
- The long-term plan is designed to ensure the effective implementation of the EHS policy, constructed on the Plan-Do-Check-Act cycle to facilitate continuous improvement. This approach encompasses assessments of various risks, including workplace safety, fire hazards, process safety, ergonomics, machinery, occupational health, and chemical threats.
- Across its manufacturing facilities, AL has established in-house First Aid centres, staffed with doctors and paramedics available 24/7. AL has also partnered with nearby hospitals to address any medical emergencies. A First Aid centre has been set up at the corporate office and technical centre as well.
- AL designates a specific risk prevention theme each month to focus on effective safety communication. Daily safety briefings in three languages, based on the monthly theme, are disseminated across all manufacturing sites to enhance awareness. Additionally, tailored training is provided to relevant stakeholders in alignment with the monthly themes.
- An EHS e-learning module has been developed for executives to enhance awareness of safety. The initiative named 'Manthan' encompasses a Safety Cross-Functional Team (CFT) dedicated to proactively cultivating a safety culture aimed at zero harm. AL has piloted the AL-Foundry in Sriperumbudur and the AL-CPPS Plant as Safety Model Plants for the implementation of benchmark safety practices. Ashok Leyland also actively engages all stakeholders during Safety Month, featuring numerous competitions and enlightenment sessions conducted by industry experts.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	45	0		25	0	-
Health & Safety	28	1	Approval from seniors sought & Hiring process of new & upgraded Ambulance will be completed by end of April 2025	5	0	-

### 14. Assessment for the year:

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

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

- During FY 2024-25, Ashok Leyland experienced one fatality involving a worker. In response, the organisation has initiated subway access controls at the applicable manufacturing facilities.
- Additionally, several reportable work-related incidents occurred, prompting AL to undertake corrective actions to prevent the recurrence of such injuries. These actions include raising awareness among workforce members and periodically monitoring adherence to safety protocols.
- AL has implemented a comprehensive incident management communication protocol, disseminated daily across all manufacturing facilities. This initiative ensures that relevant locations are informed of incidents, including near-miss events, enabling them to implement necessary preventive strategies to avert similar occurrences.
- Following any safety-related incidents, a thorough inquiry is conducted, encompassing a detailed analysis based on the 6M framework (Man, Machine, Method, Material, Measurement, and Mother Nature), along with a Why-Why analysis. This systematic approach is essential for uncovering the underlying causes of incidents and fostering the development of appropriate corrective measures, which are then applied comprehensively across relevant sectors.

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

- In alignment with its commitment to safety, AL undertakes Hazard Identification and Risk Assessment (HIRA) for a range of operations, formulating control strategies to mitigate risks in accordance with the established hierarchy of controls. Within this framework, hazard elimination is recognised as the most effective method of control, followed by hazard substitution, the application of engineering and administrative controls, and the use of Personal Protective Equipment (PPE).
- Subsequent to the introduction of corrective actions, a detailed action report is generated and provided to the pertinent stakeholders. Furthermore, to address the issue of unsafe practices, AL has initiated a Behaviour-Based Safety (BBS) Train-the-Trainer programme and developed BBS Master Trainers to enhance BBS awareness at respective plants, furthering its commitment to fostering a culture of safety through the implementation of these programmes.
- In the case of non-reportable incidents, proactive practice is followed, involving workforce members in the implementation of corrective actions.

### Leadership Indicator

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).
  - Yes, Ashok Leyland provides comprehensive compensatory benefits to the bereaved family members in the unfortunate event of an employee's or worker's demise.
  - Associates are covered under the Employees' Deposit Linked Insurance (EDLI) scheme with a life cover of ₹ 7.02 Lakh and Group Personal Accident (GPA) insurance for accidental death, with a sum insured of 48 times their monthly PF gross salary.
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners During the financial year, there were no abnormalities identified in the value chain. Hence, Not Applicable.
3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	1	0	1
Workers	0	0	0	0

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)
  - Yes, for retired executives, Ashok Leyland facilitates relocation assistance for those moving back to their hometowns.
  - Additionally, AL provides health insurance benefits for retired executives and their spouses for the duration of their lives.
  - For prospective retirees, AL offers comprehensive training to ensure a smooth transition into retirement. This training covers various topics, including managing retirement challenges, yoga and well-being, the impact on family, provident fund and insurance, financial management, and retirement benefits.
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	76.06
Working Conditions	76.06

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.  
During the financial year, there were no corrections undertaken as there were no cases identified during the assessments. Hence, not applicable.

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

#### Essential Indicators

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

Ashok Leyland is committed to prioritising the needs and concerns of its stakeholders and its businesses to ensure sustainable value creation for all. AL employs a robust mechanism to identify both its internal and external stakeholders, considering the impact of AL's operations on these stakeholders and their ability to influence. This assessment identified six external stakeholders (Investors/Shareholders, Suppliers, Local Communities, Customers, Government and Regulatory Bodies and Channel Partners) and one internal stakeholder (Employees) groups. A stakeholder survey was then conducted to understand the potential material topics, resulting in a prioritised list of material topics based on their significance and overall impact. AL aims to stay attuned to evolving stakeholder concerns by engaging with them regularly through various channels, reinforcing stakeholder trust.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	<ul style="list-style-type: none"> <li>Email</li> <li>Newspaper</li> <li>Stock Exchange</li> <li>Website</li> <li>Annual General Meeting</li> <li>Analyst Meets</li> <li>Press Conference</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>Quarterly</li> <li>Annual</li> <li>Need-based</li> </ul>	<ul style="list-style-type: none"> <li>Financial Results</li> <li>Business Outlook</li> <li>Key Risks</li> <li>Dividend</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Monthly and quarterly meet</li> <li>Personal review and visits</li> <li>Surveys</li> <li>Training</li> <li>Annual day</li> <li>Events</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>Quarterly</li> <li>Annual</li> <li>Need-based</li> </ul>	<ul style="list-style-type: none"> <li>Better prospects</li> <li>Safe work environment</li> <li>Skill management</li> <li>Knowledge management</li> <li>Fair remuneration</li> <li>Employee volunteering for CSR activities</li> </ul>
Suppliers	Yes	<ul style="list-style-type: none"> <li>Suppliers meet</li> <li>Tech days</li> <li>Mutual visits</li> <li>Need-based meetings with leadership team</li> <li>Company events</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>Annual</li> <li>Need-based</li> </ul>	<ul style="list-style-type: none"> <li>Long-term business commitments</li> <li>Economic scenario with respect to commercial vehicle industry</li> <li>Scheduling</li> <li>Supplier development</li> <li>Ease of doing business for MSME suppliers through portal</li> </ul>
Local Communities	Yes	<ul style="list-style-type: none"> <li>Community welfare programmes</li> <li>Project assessment reviews</li> </ul>	<ul style="list-style-type: none"> <li>Need-based</li> <li>Periodic</li> </ul>	<ul style="list-style-type: none"> <li>Community safety and development</li> <li>Engagement and communication</li> </ul>
Customers (Institutional and Retail)	No	<ul style="list-style-type: none"> <li>Surveys</li> <li>Company events</li> <li>Initiatives like rewards for purchases</li> </ul>	<ul style="list-style-type: none"> <li>Need-based</li> <li>Periodic</li> </ul>	<ul style="list-style-type: none"> <li>Delivery</li> <li>Technical communication</li> <li>Aftersales service</li> <li>Quality of service</li> </ul>
Government and Regulatory Authorities	No	<ul style="list-style-type: none"> <li>One-to-one meetings</li> <li>Events and conferences</li> </ul>	<ul style="list-style-type: none"> <li>Need-based</li> <li>Periodic</li> </ul>	<ul style="list-style-type: none"> <li>Compliance</li> <li>Tax payment</li> </ul>

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Channel Partners	No	<ul style="list-style-type: none"> <li>Monthly and Quarterly meet</li> <li>Personal reviews and visits</li> <li>Surveys</li> <li>Training</li> <li>Events – dealer conference</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>Quarterly</li> <li>Annual</li> <li>Need-based</li> </ul>	<ul style="list-style-type: none"> <li>Business targets, commitment, and development plan</li> <li>Training and development</li> <li>Customer engagement and satisfaction</li> </ul>

### Leadership Indicators

- Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.
  - The Stakeholder Relationship Committee of Ashok Leyland is committed to maintaining strong stakeholder relationships and fulfilling its responsibilities to all investors.
  - AL has implemented appropriate mechanisms to ensure compliance with all relevant regulatory requirements. Compliance Reports that indicate adherence to the Code of Conduct (CoC) are systematically reviewed by the senior management at regular intervals.
  - Furthermore, the ESG Committee provides insights and guides AL's ESG initiatives. The committee's primary function is to provide oversight and guidance on company-wide ESG initiatives, priorities, key focus areas and leading practices.
  - ESG committee integrates the relevant initiatives on matters relating to Environmental, Health and Safety, Corporate Social Responsibility, Sustainability and other public policy matters, activities, and proposals related to ESG with the other Board Committees

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

Yes, stakeholder consultation is utilized to aid in the identification and management of environmental and social issues. Ashok Leyland conducted a Materiality Assessment by engaging with its key stakeholder groups. Through direct interactions, AL gathered feedback from these groups, which include both internal and external stakeholders, to identify and prioritize the sustainability matters that are most significant to its business operations.

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

We believe engagement with stakeholders is very important for projects to deliver the intended outcomes and therefore identifying & engaging with vulnerable/marginalized stake holders are done before a project is finalized. Engagement starts with the respective State Government's education department in identification of educationally backward blocks followed by a situational analysis of the region. The situational analysis involves survey at the village level, focus group discussions, community meets and one on one interactions with the Headmaster/Headmistress of schools, village panchayat leader, block development officials, influential people in the community and various other departments that are associated in the development process. For example,

**Road To School Program:** Aims to improve learning levels in numeracy and literacy among children from classes 1 to 8 studying in State Government Schools in remote rural locations through interventions in academics, sports, art and wellness. Our key stake holders identified are the Officials from State Education department, District Collector i/c of district administration, Headmaster/Mistress, Teachers, parents of children, School Management committee, Local village representatives, other departments like health, sports, social welfare. Some of the instances of engagement with stakeholders are collaboration with State Government in aligning teaching content, with school HM's & teachers for content implementation, with parents of children to ensure children are sent to school, with School Management committee members for school development etc

**Water Management & Conservation Program:** Addresses water challenges in rural villages in Alwar and Uttarakhand through rainwater harvesting ponds, roof rainwater harvesting system at individual homes, community rainwater harvesting systems in community, recharging springs etc. The entire program is based on the challenges & problems faced by the community and the projects are done with active participation from the local community both physical participations in work, reviews as well financial contributions.

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Principle 5: Businesses should respect and promote human rights

Essential Indicator

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

Category	Total (A)	FY 2024-25			FY 2023-24	
		No. of employees/workers (B)	% (B/A)	Total (C)	No. of employees/workers (D)	% (D/C)
<b>Employees</b>						
Permanent	5,278	2,086	39.52	5,003	3,554	71.04
Other than Permanent	0	0	0	0	0	0
<b>Total Employees</b>	<b>5,278</b>	<b>2,086</b>	<b>39.52</b>	<b>5,003</b>	<b>3,554</b>	<b>71.04</b>
<b>Workers</b>						
Permanent	4,417	4,417	100	4,604	4,604	100
Other than Permanent	25,171	25,171	100	22,167	22,167	100
<b>Total Workers</b>	<b>29,588</b>	<b>29,588</b>	<b>100</b>	<b>26,771</b>	<b>26,771</b>	<b>100</b>

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

Category	Total (A)	FY 2024-25					FY 2023-24			
		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)
<b>Employees</b>										
<b>Permanent</b>	<b>5,278</b>	<b>0</b>	<b>0</b>	<b>5,278</b>	<b>100</b>	<b>5,003</b>	<b>0</b>	<b>0</b>	<b>5,003</b>	<b>100</b>
Male	4,886	0	0	4,886	100	4,697	0	0	4,697	100
Female	392	0	0	392	100	306	0	0	306	100
<b>Other than Permanent</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
<b>Workers</b>										
<b>Permanent</b>	<b>4,417</b>	<b>0</b>	<b>0</b>	<b>4,417</b>	<b>100</b>	<b>4,604</b>	<b>0</b>	<b>0%</b>	<b>4,604</b>	<b>100</b>
Male	4,364	0	0	4,364	100	4,575	0	0%	4,575	100
Female	53	0	0	53	100	29	0	0%	29	100
<b>Other than Permanent</b>	<b>25,171</b>	<b>15,077</b>	<b>59.90</b>	<b>10,094</b>	<b>40.10</b>	<b>22,167</b>	<b>13,325</b>	<b>60.11</b>	<b>8,841</b>	<b>39.88</b>
Male	23,469	14,410	61.40	9,059	38.60	21,273	12,977	61	8,296	39
Female	1,702	667	39.19	1,035	60.81	894	348	38.93	545	60.96

3. Details of remunerations/salary/wages

- a. Median remuneration/wages

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	12	₹ 11,140,000	1	₹ 10,860,000
Key Managerial Personnel*	3	₹ 6,72,19,909	0	Nil
Employees other than BoD and KMP*	4,883	₹ 1,923,232	392	₹ 643,372
Workers*	4,364	₹ 1,280,609	53	₹ 724,048

\*The median has been calculated taking into consideration the employees that have served for the full year

\*Key Managerial Personnel includes Managing Director & CEO

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	2.79	2.31

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

- Yes, Ashok Leyland has instituted a robust Policy on the Prevention of Sexual Harassment (PoSH), accompanied by a corresponding governance structure to manage any grievances reported by the employees.
- The entire workforce, including all employees and workers, has been thoroughly informed and educated about the significance of this mechanism and the procedures by which it operates.
- AL is committed to enhancing the overall quality of life, dignity, and well-being of its stakeholders by upholding the highest standards of ethical conduct in its business practices. It believes that a culture of ethics ensures that decisions and actions are guided by honesty, fairness, integrity, transparency, and respect for all stakeholders.
- AL has established a Whistleblower hotline, which includes a toll-free number and a web portal, functioning in conjunction with the existing mechanism for reporting via postal means. This platform is accessible to employees, vendors, and dealers, enabling them to report any concerns or violations of the organisation's code, policies, or applicable laws.
- To safeguard the identity of the complainant, this service is provided by Integrity Matters, an external and independent third-party service provider appointed by AL.

Reporting Channel	Mode of Communication	Availability
1	Phone	India toll-free: 1800-102-6969
2	Web Site	<a href="https://ashokleyland.integritymatters.in">https://ashokleyland.integritymatters.in</a>
3	Email	<a href="mailto:ashokleyland@integritymatters.in">ashokleyland@integritymatters.in</a>
4	Post	Ashok Leyland Limited, C/o Integrity Matters, Unit 1211, CENTRUM IT Park, Plot No C-3, S.G. Barve Road, Wagle Estate, Thane West – 400604, Maharashtra, India

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

- Ashok Leyland has implemented a comprehensive procedure within the organisation that includes conducting awareness campaigns on sexual harassment to prevent and mitigate its incidence in the workplace.
- Furthermore, AL has established an Internal Complaints Committee (ICC) with the mandate to address, investigate, and resolve all matters related to complaints of sexual harassment, whether received directly or through indirect channels.
- The Leymobile platform offers user-friendly access for registering complaints.

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

Category	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remark	Filed during the year	Pending resolution at the end of year	Remark
Sexual Harassment*	7	0	-	2	1	The complaint was received in the last week of March 2024 hence the enquiry is ongoing
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

\*This includes 4 complaints from employees and 3 complaints from workers

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) <sup>#</sup>	7	2
Complaints on POSH as a % of female employees / workers*	0.33	0.16
Complaints on POSH upheld	7	2

<sup>#</sup> This includes 4 complaints from employees and 3 complaints from workers

\*Denominator includes the headcount of both employees and workers

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

Ashok Leyland has established a comprehensive and effective grievance redressal mechanism to ensure prompt and efficient resolution of any issues that arise. AL has instituted a robust gender-neutral Prevention of Sexual Harassment (PoSH) policy and an associated governance framework to address grievances registered by all employees, in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. This policy aims to safeguard a work environment free from harassment and discrimination.

The implementation of the policy includes the following provisions:

- Establishment of protocols that uphold the respect and dignity of all colleagues.
- Creation of a system for addressing complaints of workplace harassment directed against women.
- Stipulation of appropriate sanctions corresponding to the severity of any infraction, alongside a preventive framework that enforces a zero-tolerance policy.

The Sexual Harassment Prevention Policy is displayed on the notice board, and posters are prominently placed throughout the office premises on all floors.

AL has also facilitated training for members of the newly constituted Internal Complaints Committee (ICC) at the corporate level. Mandatory training on the Prevention of Sexual Harassment at the Workplace (POSH) has been conducted online for all employees. Furthermore, awareness programmes are integrated into induction sessions for new hires, and informational standees are placed at various locations. Lastly, AL's Service Rules include an explicit clause pertaining to sexual harassment, reinforcing its commitment to maintaining a respectful workplace.

Ashok Leyland's Code of Conduct policy for employees delineates the expected standards of behaviour, placing a strong emphasis on honesty, integrity, confidentiality, and respect. It encompasses various areas, including the avoidance of conflicts of interest and the maintenance of confidentiality. The policy further underscores the significance of whistleblowing and the necessity of reporting potential violations.

In addition to the aforementioned provisions, the Ethics helpline (<https://ashokleyland.integritymatters.in>) addresses all related issues, which are subsequently reviewed by the Ethics Committee. The Ethics Committee of Ashok Leyland, functioning as a sub-committee of the Audit Committee, is tasked with investigating whistleblower complaints and recommending actions based on the findings of the investigation report. The primary objective of the Ethics Committee is to ensure ethical conduct and transparency within the organisation.

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

Yes, human rights requirements form a part of the AL's business agreements and contracts wherever relevant.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100
Forced/Involuntary Labour	100
Sexual Harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	-

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.
  - Ashok Leyland continuously monitors and audits the process as part of our commitment to responsible business practices and identified no risks or concerns.
  - Furthermore, AL provides comprehensive education and awareness programmes regarding international disciplinary protocols to all members of the workforce.
  - AL ensures compliance with the processes established in accordance with the statutory controls and governance prescribed under its framework.

### Leadership Indicators

- Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints  
Not applicable, during the financial year, AL did not receive any human rights grievances/complaints requiring modifying the business processes or introduce new business processes.
- Details of the scope and coverage of any Human rights due diligence conducted  
Ashok Leyland has conducted a thorough evaluation of human rights compliance as an integral component of the terms of its long-term agreements dedicated to welfare.
- 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 facilities at AL are designed to accommodate visitors with disabilities.
- Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labour	0
Forced/Involuntary Labour	0
Sexual Harassment	76.06
Discrimination at workplace	0
Wages	76.06
Others – please specify	-

- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.  
During the financial year, there were no corrections undertaken as there were no cases identified during the assessments. Hence, not applicable.

### Principle 6: Businesses should respect and make efforts to protect and restore the environment

#### Essential Indicators

- Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Unit	FY 2024-25	FY 2023-24
<b>For Renewable Sources</b>			
Total Electricity Consumption (A)	'000 GJ	796.70	677.04
Total Fuel Consumption (B)	'000 GJ	0	0
Energy Consumption through other sources (C)	'000 GJ	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>'000 GJ</b>	<b>796.70</b>	<b>677.04</b>
<b>For Non-Renewable Sources</b>			
Total Electricity Consumption (D)	'000 GJ	344.69	426.94
Total Fuel Consumption (E)	'000 GJ	422.74	452.11
Energy Consumption through other sources (F)	'000 GJ	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>'000 GJ</b>	<b>767.43</b>	<b>879.05</b>
<b>Total Energy Consumed (A+B+C+D+E+F)</b>	<b>'000 GJ</b>	<b>1,564.13</b>	<b>1,556.09</b>

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/Revenue from operations)	GJ/INR Crore	<b>40.36</b>	<b>40.56</b>
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>o</sup></b> (Total energy consumed/Revenue from operations adjusted for PPP)	GJ/USD	<b>0.0000834</b>	<b>0.0000928</b>
<b>Energy intensity in terms of physical output</b> (Total energy consumed (Automotive)/No. of vehicles)	GJ/Vehicle	<b>4.65</b>	<b>4.70</b>
Energy intensity (optional) – the relevant metric may be selected by the entity			

\*Above is the consolidated figure for the Automotive and Foundry operations. For purposes of like-to-like comparison with Industry, please find below the detailing of Energy Intensity for Automotive operations.

- **Energy Intensity for Automotive operations = 24.14 GJ/INR Crore**

- **Energy Intensity – Foundry operations** (Energy consumed in Foundry/Total revenue generated by Foundry) = **571.57 GJ/INR Crore**

<sup>o</sup> The conversion factor considered for adjusting revenue from operations for PPP is based on the International Monetary Fund (IMF) of 20.66 INR/USD for India as published on the website. Link to the website: [PPP - IMF](#)

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

Yes, third party verification was carried out by DNV.

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

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

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Water Withdrawal by source (in kilolitres)</b>			
(i) Surface Water	kL	25,229.20	8,508.00
(ii) Ground Water	kL	479,518.74	621,715.00
(iii) Third party Water	kL	371,929.02	467,222.70
(iv) Sea Water/ Desalinated Water	kL	0	0
(v) Others	kL	1,329.85	6,278.09
<b>Total volume of water withdrawal (in kilolitres) (i+ ii+ iii+ iv+ v)</b>	kL	<b>878,006.81</b>	<b>1,103,723.79</b>
<b>Total volume of water consumption (in kilolitres) ^</b>	kL	<b>967,278.34</b>	<b>1,124,412.79</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption/Revenue from operations)	kL/INR Crore	<b>24.96</b>	<b>29.24</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP)	kL/USD	<b>0.000052</b>	<b>0.000067</b>
<b>Water intensity in terms of physical output</b> (Total water consumed/No. of vehicles)	kL/Vehicles	<b>4.35</b>	<b>4.80</b>
Water intensity (optional) – the relevant metric may be selected by the entity			

\*Above is the consolidated figure for the Automotive and Foundry operations. For purposes of like-to-like comparison with Industry, please find below the detailing of Water Intensity for Automotive operations.

- **Water Intensity for Automotive operations = 22.58 kL/INR Crore**

- **Water Intensity – Foundry** (Water consumed in Foundry/Total revenue generated by Foundry) = **103 kL/INR Crore**

<sup>^</sup> The total water consumption is cumulation of total water withdrawal and rainwater consumption.

<sup>o</sup> The conversion factor considered for adjusting revenue from operations for PPP is based on the International Monetary Fund (IMF) of 20.66 INR/USD for India as published on the website. Link to the website: [PPP - IMF](#)

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

Yes, third party verification was carried out by DNV.

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

4. Provide the following details related to water discharged:

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i) Surface Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(ii) Ground Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(iii) Third party Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(iv) Sea Water/ Desalinated Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(v) Others	kL	21,010	2,410
- No treatment	kL	0	0
- With treatment – please specify level of treatment (Primary Treatment)	kL	21,010	2,410
<b>Total water discharged (in kilolitres)</b>	<b>kL</b>	<b>21,010</b>	<b>2,410</b>

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

Yes, third party verification was carried out by DNV.

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

- Yes, at Ashok Leyland, we are dedicated not only to treating effluent but also to reintroducing it into our processes to conserve groundwater.
- We have successfully recycled 68 percent of our effluent, utilizing it for both production processes and gardening initiatives.
- Our facilities are committed to achieving zero liquid discharge, with the exception of our Pantnagar unit in Uttarakhand, where the state pollution control board has mandated that the generated effluent be connected to a common effluent treatment plant after undergoing primary treatment on-site.
- Our typical zero liquid discharge system includes a primary treatment process designed to reduce Total Dissolved Solids (TDS) and eliminate oil content. The treated water is then subjected to advanced filtration methods such as Reverse Osmosis (RO) and Electro Dialysis Reversal (EDR). The permeate produced is redirected back into our production processes, while the reject water undergoes further filtration using a Sea Water Reverse Osmosis system. The permeate is then fed into our process tank, and the reject water is processed through our ZLD plant, which features a Multi-effect Evaporator and an Agitated Thin Film Drier. The salt collected from this system is subsequently repurposed as an alternative raw material for cement industries.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	Tons	75.80	76.33
SOx	Tons	27.40	22.56
Particulate Matter	Tons	0.00	133.80
Persistent Organic Pollutants (POP)	Tons	0.00	0.00
Volatile Organic Compounds (VOC)	Tons	5.85	5.09
Hazardous Air Pollutants (HAP)	Tons	0.00	0.00
Other – please specify – Suspended Particulate Matter	Tons	93.03	0.00

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

Yes, third party verification was carried out by DNV.

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	30,986.68	33,110.17 <sup>#</sup>
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	69,608.31	90,354.20
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover*</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO <sub>2</sub> e/INR Crore	2.60	3.22
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>°</sup></b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e/USD	0.0000054	0.0000074
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	tCO <sub>2</sub> e/Vehicle	0.34	0.38
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

\*Above is the consolidated figure for the Automotive and Foundry operations. For purposes of like-to-like comparison with Industry, please find below the detailing of Emission Intensity for Automotive operations.

- **Emission Intensity for Automotive operations = 1.78 tCO<sub>2</sub>e/INR Crore**

- **Emission Intensity – Foundry (Total Emission in Foundry/Total revenue generated by Foundry) = 27.11 tCO<sub>2</sub>e/INR Crore**

<sup>#</sup>Total Scope 1 emission is a cumulative of the refrigerants consumed in the business operation of Ashok Leyland accounting to **2,679.16 tCO<sub>2</sub>e**.

<sup>°</sup>The conversion factor considered for adjusting revenue from operations for PPP is based on the International Monetary Fund (IMF) of 20.66 INR/USD for India as published on the website. Link to the website: [PPP - IMF](#)

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

Yes, third party verification was carried out by DNV.

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

Ashok Leyland is committed to achieving carbon neutrality in operations by 2030 and net-zero emissions by 2048. The organization has undertaken several initiatives to support these goals, including:

- Increasing the capacity of our solar plant by 26 MW
- Converting food waste into biogas
- Conducting energy audits with the assistance of M/s CII
- Implementing various energy conservation measures, such as replacing existing motors with premium efficiency IE3 and IE4 rated motors, utilizing energy-efficient compressors, employing melt managers, recovering waste heat, and converting air hoists to electric hoists.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)			
Plastics (A)	MT	1,152.95	1,247.87
E-Waste (B)	MT	20.01	10.41
Bio-Medical Waste (C)	MT	0.87	0.63
Construction and Demolition Waste (D)	MT	302.41	-
Battery Waste (E)	MT	45.06	34.12
Radioactive Waste (F)	MT	-	-

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter	Unit	FY 2024-25	FY 2023-24
Other Hazardous waste. Please specify, if any. (G)	MT	<b>2,299.79</b>	<b>3,073.56</b>
<i>Used/Spent oil</i>	MT	340.55	452.70
<i>Wastes and residues - Paint sludge</i>	MT	409.51	821.13
<i>Discarded containers/barrels/Liners contaminated with hazardous waste/chemicals</i>	MT	432.89	448.29
<i>Waste/Residues containing Oil-Soaked Cotton Waste</i>	MT	363.22	385.51
<i>Filter, Residues</i>	MT	6.87	15.64
<i>Chemical sludge from wastewater treatment (ETP Sludge)</i>	MT	451.16	630.21
<i>Waste/Residues containing Oil - Grinding sludge</i>	MT	158.52	157.47
<i>Phosphate sludge</i>	MT	95.36	102.16
<i>Spent Solvent (from Paint Shop)</i>	MT	3.02	2.92
<i>Wastes/residues (sealant/PVC residues from painting process)</i>	MT	1.45	6.30
<i>Oil and Grease Skimming Residue</i>	MT	12.55	22.85
<i>Filter and Filter Material</i>	MT	22.47	28.10
<i>Alkali Residue</i>	MT	1.11	0.00
<i>Sludge and filters contaminated with oil</i>	MT	0.00	0.29
<i>Spent Ion Exchange Resin containing Toxic Metal (MT)</i>	MT	1.11	0.00
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	MT	<b>161,542.77</b>	<b>187,298.72</b>
<i>Cable &amp; Electrical Scrap</i>	MT	50.49	30.55
<i>Aluminium scrap</i>	MT	289.24	263.97
<i>Steel dust/ Shot blast dust/ grinding dust</i>	MT	161.42	278.78
<i>Wood Waste</i>	MT	1,547.73	2,175.95
<i>Cardboard/ Wastepaper</i>	MT	3,148.19	3,553.64
<i>Waste sand</i>	MT	120,544.75	1,06,529.48
<i>Food waste</i>	MT	140.07	116.66
<i>Steel castings, MS scrap</i>	MT	25,748.93	28,934.52
<i>Rubber Scrap</i>	MT	22.13	75.91
<i>Garden waste (jungle wood, dry leaves etc.)</i>	MT	676.72	619.28
<i>Scrap Tyres and Tubes</i>	MT	9,184.80	44,720.00
<i>Glass Waste</i>	MT	1.29	0.00
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>MT</b>	<b>165,363.85</b>	<b>191,665.31</b>
<b>Waste intensity per rupee of turnover (Total waste consumed/Revenue from operations)</b>	<b>MT/INR Crore</b>	<b>4.27</b>	<b>5.00</b>
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste consumed/Revenue from operations adjusted for PPP)	<b>MT/USD</b>	<b>0.000009</b>	<b>0.000011</b>
<b>Waste intensity in terms of physical output</b>	<b>MT/Vehicle</b>	<b>0.85</b>	<b>0.98</b>
Waste intensity (optional) – the relevant metric may be selected by the entity			

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter	Unit	FY 2024-25	FY 2023-24
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
<b>Category of Waste</b>			
<b>(i) Recycled</b>	<b>MT</b>	<b>154,798.48</b>	<b>174,532.64</b>
Plastic waste	MT	1,142.87	1,248.85
E-waste	MT	20.01	10.41
Battery waste	MT	46.05	35.22
Other Hazardous waste. Please specify if any	MT	<b>347.68</b>	<b>444.78</b>
<i>Used/Spent oil</i>	MT	344.66	441.86
<i>Spent Solvent (from Paint Shop)</i>	MT	3.02	2.92
Other Non-hazardous waste generated. Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	MT	<b>153,241.88</b>	<b>172,793.39</b>
<i>Cable &amp; Electrical Scrap</i>	MT	52.84	30.55
<i>Aluminium scrap</i>	MT	282.10	266.20
<i>Steel dust/Shot blast dust/grinding dust</i>	MT	161.42	278.78
<i>Wood Waste</i>	MT	1,563.82	2,181.39
<i>Cardboard/ Wastepaper</i>	MT	3,140.00	3,552.10
<i>Waste sand</i>	MT	111,754.75	99,119.78
<i>Food waste</i>	MT	119.08	116.66
<i>Steel castings, MS scrap</i>	MT	26,118.64	28,708.26
<i>Rubber Scrap</i>	MT	23.38	80.41
<i>Garden waste (jungle wood, dry leaves etc.)</i>	MT	676.75	619.28
<i>Scrap Tyres and Tubes</i>	MT	9,348.00	37,840.00
<i>Glass Waste</i>	MT	1.11	0
<b>(ii) Re-used</b>	<b>MT</b>	<b>461.47</b>	<b>467.83</b>
Other Hazardous waste. Please specify if any - <i>Discarded containers/barrels/Liners contaminated with hazardous waste/chemicals</i>	MT	461.47	467.83
<b>(iii) Other recovery operations – Coprocessing</b>	<b>MT</b>	<b>1,517.26</b>	<b>2,002.66</b>
Other Hazardous waste. Please specify if any	MT	1,517.28	2,002.66
<i>Alkali Residue</i>	MT	1.11	0.00
<i>Wastes and residues - Paint sludge</i>	MT	401.72	819.98
<i>Spent Ion Exchange Resin containing Toxic Metal</i>	MT	1.11	0.00
<i>Waste/Residues containing Oil-Soaked Cotton Waste</i>	MT	364.65	225.72
<i>Filter, Residues</i>	MT	6.87	15.64
<i>Chemical sludge from wastewater treatment (ETP Sludge)</i>	MT	451.46	667.82
<i>Waste/Residues containing Oil - Grinding sludge</i>	MT	158.52	113.80
<i>Phosphate sludge</i>	MT	95.36	102.16
<i>Waste/residues (sealant/PVC residues from painting process)</i>	MT	1.45	6.30
<i>Oil and Grease Skimming Residue</i>	MT	12.55	22.85
<i>Filter and Filter Material</i>	MT	22.47	28.10
<i>Sludge and filters contaminated with oil</i>	MT	0.00	0.29
<b>Total</b>	<b>MT</b>	<b>156,777.21</b>	<b>177,003.12</b>

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Parameter	Unit	FY 2024-25	FY 2023-24
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>			
Category of Waste			
(i) <b>Incineration</b>	<b>MT</b>	0.87	<b>0.44</b>
<i>Bio-medical waste</i>	MT	0.87	0.44
(ii) Landfilling	<b>MT</b>	323.40	0
Construction and Demolition Waste	MT	302.41	0
Other Non-hazardous waste generated. Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) – Food Waste	MT	20.99	0.00
(iii) Other disposal operations	<b>MT</b>	0.00	0.00
<b>Total</b>	<b>MT</b>	<b>324.27</b>	<b>0.44</b>

\*Above is the consolidated figure for the Automotive and Foundry operations. For purposes of like-to-like comparison with Industry, please find below the detailing of Waste Intensity for Automotive operations.

- **Waste Intensity for Automotive operations = 0.94 MT/INR Crore**

- **Waste Intensity – Foundry (Total Waste Generated in Foundry/Total revenue generated by Foundry) = 105.75 MT/INR Crore**

°The conversion factor considered for adjusting revenue from operations for PPP is based on the International Monetary Fund (IMF) of 20.66 INR/ USD for India as published on the website. Link to the website: [PPP - IMF](#)

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

Yes, third party verification was carried out by DNV

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

As Earth Overshoot continues to diminish each year, Ashok Leyland has established a sustainable system aimed at consistently reducing resource usage and waste generation. The organization practices the 5R principles—Refuse, Reduce, Reuse, Repurpose, and Recycle—across all operations.

We strictly adhere to waste segregation at the source. In the fiscal year 2024, we achieved “Zero Waste to Landfill” status and received a Platinum rating from M/s IRClass. Continuing this commitment, we have ensured that this year, all waste, except for biomedical waste – has been recycled through authorized recyclers or utilized in cement industries as alternative fuel or raw material.

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:

Sl. 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
1	Ennore	Automobile Manufacturing	Yes
2	Ennore – Foundry	Foundry	Yes

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain. (Yes / No)	Relevant Web link
NA – Not Applicable					

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

Sl. No	Specify the law/regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
NA – Not Applicable as there were no non-compliances during the financial year.				

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### Leadership Indicators

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

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

(i) Name of the area	Ennore, Bhandara, Sriperumbudur, Alwar, Hosur, Pantnagar
(ii) Nature of operations	Automobile Manufacturing and Foundry Operations
(iii) Water withdrawal, consumption, and discharge in the following format:	

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Water Withdrawal by source (in kilolitres)</b>			
(vi) Surface Water	kL	25,229.20	8,508.00
(vii) Ground Water	kL	479,518.74	621,715.00
(viii) Third party Water	kL	371,929.02	467,222.70
(ix) Sea Water/ Desalinated Water	kL	0	0
(x) Others	kL	1,329.85	6,278.09
<b>Total volume of water withdrawal (in kilolitres) (i+ ii+ iii+ iv+ v)</b>	<b>kL</b>	<b>878,006.81</b>	<b>1,103,723.79</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>kL</b>	<b>967,278.34</b>	<b>1,124,412.79</b>
<b>Water intensity per rupee of turnover (Total water consumption/Revenue from operations)</b>	<b>kL/INR Crore</b>	<b>24.96</b>	<b>29.24</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)</b>	<b>kL/USD</b>	<b>0.000052</b>	<b>0.000067</b>
<b>Water intensity in terms of physical output</b>	<b>GJ/Vehicle</b>	<b>4.35</b>	<b>4.80</b>
Water intensity (optional) – the relevant metric may be selected by the entity			
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i) Surface Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(ii) Ground Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(iii) Third party Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(iv) Sea Water/ Desalinated Water	kL	0	0
- No treatment	kL	0	0
- With treatment – please specify level of treatment	kL	0	0
(v) Others	kL	21,010	2,410
- No treatment	kL	0	0
- With treatment – please specify level of treatment – (Primary Treatment)	kL	21,010	2,410
<b>Total water discharged (in kilolitres)</b>	<b>kL</b>	<b>21,010</b>	<b>2,410</b>

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

Yes, third party verification was carried out by DNV

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	144,225.00	145,575.43
<b>Total Scope 3 emission intensity per rupee of turnover</b>	tCO <sub>2</sub> e/INR Crore	<b>3.72</b>	<b>3.97</b>
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			
Yes, third party verification was carried out by DNV			

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

Two of our facilities, the Ennore unit and the Ennore foundries, are situated along the banks of the Bay of Bengal and have been operational for over 50 years. Recognizing the environmental sensitivity of the area, we have developed and maintained mini eco-forests within our premises.

In addition to treating the wastewater generated by the Ennore and Ennore foundries, the Ennore unit also collects wastewater from nearby communities. This treated wastewater is utilized for gardening to prevent seawater intrusion into the land.

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

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Energy Saving Initiative	The energy conservation drive through dedicated CFT has led to avoiding 17,799 GJ of the fuel and electricity consumption across operational locations. The initiatives do include replacement of energy efficient compressors, waste heat recovery, melt manager at foundries, energy efficiency	17,799 GJ
2	Emission Reduction Initiative	With special focus and drive to attain RE100 by 2030, AL had enhanced its Solar capacity by 26 MW which resulted in an increase of renewable energy percentage share from 61 percent to 69 percent when compared to the previous financial year.	158,648 tCO <sub>2</sub> e

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

- Ashok Leyland understands the critical importance of a Business Continuity Plan (BCP) to ensure the smooth operation of business, especially during challenging times such as a pandemic. We prioritize business continuity from both the perspective of operational sustainability and employee welfare.
- A dedicated team of executives is responsible for developing the BCP, focusing on essential action steps, roles and responsibilities, trigger mechanisms, and turnaround times to ensure we are always ready to address any situation that may impact business operations. Our emergency preparedness strategy is designed to minimize the consequences of unexpected incidents, including accidents, fires, sabotage, spills, natural disasters, and medical emergencies.
- AL has Emergency preparedness and response plan for manufacturing units, corporate office and technical centre also includes all the risks and emergencies associated with the locations. Regularly conducted mock drills help to ensure preparedness towards these emergencies.
- This strategy outlines a series of actions to be taken in the event of such emergencies, detailing preventive measures, preparations for adverse situations, mitigation strategies, and positive controls to protect lives and minimize property damage

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 the financial year, there were no significant adverse impacts to the environment arising from the value chain was identified. Hence, no mitigation or adaptation measures undertaken.

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

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# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

**Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

### Essential Indicator

1.	a.	Number of affiliations with trade and industry chambers/ associations
		3. CII, ASSOCHAM and FICCI
	b.	List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.
Sl. No	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National and International
2	Confederation of Indian Industry (CII)	National and International
3	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National and International
4	Society of Indian Automobile Manufacturers (SIAM)	National and International
5	Automobile Components Manufacturer Association (ACMA)	National and International
6	Federation of Automobile Dealers Association (FADA)	National
7	Society of Indian Defence Manufacturers (SIDM)	National
8	PHD Chamber of Commerce and Industry (PHDCCI)	National and International
9	European Automobile Manufacturers' Association (ACEA) French	International
10	Society for Manufacturers of Electric Vehicles (SMEV)	National

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable as there were no cases related to anti-competitive conduct by Ashok Leyland.		

### Leadership Indicators

Details of public policy positions advocated by the entity

Sl. No	Public policy advocated	Method resorted by such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half Yearly/Quarterly/Others – please specify)	Web-Link, if available
1	PM-E Drive	Policy paper submission to NITI Aayog, MoHI and other ministries during various deliberations	Yes	Quarterly	<a href="#">PME Drive</a>
2	CAFÉ for N1/ CSFC tightening for MHCV	BEE has been holding closed-door deliberations.	No	Quarterly	Media is covering extensively for the PV segment. CV segment is not covered.
3	Import clearance of Steel lots for which technology is not available in India. Representation for Safeguard Duty	Industry representation to the Ministry of Steel through SIAM. AL representation and meetings with Secretary Steel and his team.	Yes	Quarterly	Covered extensively by the media.
4	Compounding Fee removal from the state of Tamil Nadu	Represented Transport, Industry and ACS Home along with other OEMs of the State	No	Quarterly	Compounding fee removed from 27 <sup>th</sup> Jan 2025

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sl. No	Public policy advocated	Method resorted by such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half Yearly/Quarterly/Others – please specify)	Web-Link, if available
5	Permit Tax in the State of Tamil Nadu	Represented Transport, Industry and ACS Home along with other OEMs of the State	No	Quarterly	It is under approval from the State
6	Signing of a MoU with the State of Rajasthan	As per RIPS 2024, signed a non-binding MoU with the State for incentives based on Investments	Yes	Quarterly	<a href="#">MoU with Rajasthan</a>

### Principle 8: Businesses should promote inclusive growth and equitable development

#### Essential Indicator

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-Link
There were no Social Impact Assessment (SIA) conducted during the financial year based on the applicable laws pertaining to CSR.					

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

Sl. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
Not Applicable. There were no rehabilitation and resettlement undertaken by Ashok Leyland in any of its operational location.						

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

Ashok Leyland values the feedback from the various stake holders in the community during implementation of its CSR initiatives. Understanding the concerns of stakeholders including those who are disadvantaged, vulnerable & marginalized and therefore addressing these concerns through the key CSR initiatives have been a priority.

- The engagement begins with understanding the challenges, needs through various methods like interactions with the Panchayat Leader & the ward members, direct interactions with the community people either in groups or individually, Gram Sabha meetings etc.
- Our resource persons & community development executives present across various regions are accessible to the local communities and stakeholders since they are working directly in the school & community.
- AL hire local resources for our CSR initiatives, and they act as a bridge between AL and communities, to receive feedback and relaying it to the leadership team for appropriate actions. Using the participatory approach for engagement with the community has enabled understanding of the requirements rather than having a formal grievance redressal mechanism.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers	Business spends: ₹ 25,483 Crores Total Business spends with MSME vendors: ₹ 1,235.21 Crores • MSME vendors with MSME certification (production vendors): 51 with a business spend of ₹ 72.20 Crores with % Input material (parts) at 0.30%	Business spends: ₹ 24,443 Crores MSME vendors with MSME certification (production vendors): 76 with a business spend of ₹ 600 Crores Business from small vendors (< ₹ 5 Crores business spend with AL): • Vendor count: 423 with spend < 5 Crores (also includes 50 MSME vendors) and Business Spend is ₹ 869 Crores • % input material (parts) sourced from 423 small/MSME = 3.6% • % Input material (parts) sourced from 76 MSME alone = 2.53%
Directly from within India	97.73%	98.60%

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Location	FY 2024-25	FY 2023-24
Rural	14.34%	17.61%
Semi-urban	13.31%	12.93%
Urban	23.49%	20.37%
Metropolitan	48.86%	49.09%

(Place to be categorized as per RBI Classification System – Rural, Semi-urban, Urban, and Metropolitan)

\*The job creation parameter considers the total wages paid to all the permanent employees and permanent workers employed (irrespective of duration of employment) at the plant sites, corporate offices, and sales offices during the respective financial year. These plant sites, corporate offices and sales offices are then categorized as per the RBI classification system.

### Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable as there was no social impact assessment carried out at Ashok Leyland.	

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

Sl. No	State	Aspirational District	Amount Spent (In INR)
1	Jammu & Kashmir	Baramulla & Kupwara	7,200,000
2	Jharkhand	Ranchi	7,780,000
3	Uttarakhand	Udham Singh Nagar	8,096,800

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
Yes
- b. From which marginalized /vulnerable groups do you procure?  
MSME's
- c. What percentage of total procurement (by value) does it constitute?  
0.20
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:

Sl. No	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Nil				

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 the Case	Corrective actions taken
There were no corrective actions taken/underway on any IPR related disputes		

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

### 6. Details of beneficiaries of CSR Project

Sl. No	CSR Project	No. of persons benefitted from CSR Project	% of beneficiaries from vulnerable and marginalized groups
1	Road To School (RTS) & Road to Livelihood (RTL) – The RTS supports children in grades 1 to 8 by bridging foundational learning gaps in literacy, numeracy, and overall development. It creates a nurturing ecosystem through arts, sports, wellness and community engagement. The RTL empowers students in grades 9 to 12 with career guidance, digital skills, spoken English and well-being	175,231*	100%
2	Water shed Management in Alwar – Sustainable Water Management Project	25,202	90%
3	Spring shed management program in Nainital – Spring shed development and management in Gaula River	8,687	100%
4	Type 1 diabetes program to support children – The project aims to provide comprehensive support including treatment, research, awareness, and education to young Type 1 Diabetes patients from lower socioeconomic backgrounds across multiple sites in India	900	100%
5	Mobile Medical Clinics – To provide screening services, free of cost, to diagnose defective vision, diabetes, hypertension, AIDS Awareness, general health counselling for drivers and community	76,971	70%

*\*The Road to School and Road to Livelihood Projects has benefitted 175,231 students covering 1,828 schools during the reporting period. However, cumulative beneficiaries of the project are 277,210 covering 2,641 schools which also includes AL and its other group companies. AL facilitates implementation of the overall program.*

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

#### Essential Indicator

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

Ashok Leyland has implemented a customer management system that follows industry best practices and is regularly reviewed. Senior management evaluates the outcomes of reported cases, and customers can access the system 24/7 via email, social media, a toll-free number, and the website. Complaints are monitored until resolution, with customer feedback encouraged, and data protection is ensured through regular external audits.

For inquiries, Ashok Leyland can be contacted through:

- Email: [reachus@ashokleyland.com](mailto:reachus@ashokleyland.com)
- Shareholder queries: [secretarial@ashokleyland.com](mailto:secretarial@ashokleyland.com)
- M&HCV: 1800-266-3340 (24/7)
- LCV: 1800-1022-666 (6 am to 10 pm)
- Power Solutions: 1800-419-19216 (6 am to 10 pm)
- Twitter: @ALIndiaOfficial

AL Care by Ashok Leyland is a digital platform offering comprehensive customer service for AL vehicles, featuring:

- Service alerts and history
- Warranty information
- Real-time vehicle tracking
- Document management
- Spare parts purchasing
- Fleet management through iAlert
- Live tracking of mobile service vans
- Uptime Solution Centre for remote diagnostics and ECU updates.

# ANNEXURE J TO THE BOARD'S REPORT

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

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

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	1	1	Compliant related to DTI
Other	1,145	31		1,040	178	-

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

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy Yes. We have framework/Policies, and we are an ISO 27001:2022 – Information Security Management System certified organization.
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.  
NA – Not Applicable as there were no penalties or issues relating to advertising and other parameters during the financial year
7. Provide the following information relating to data breaches

a. Number of instances of data breaches	0
b. Percentage of data breaches involving personally identifiable information of customers	0
c. Impact, if any, of the data breaches	Not Applicable, as there were no data breaches during the financial year.

### Leadership Indicators

- Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).  
Details about all products and services are available on the company's website: [www.ashokleyland.com](http://www.ashokleyland.com).
- Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
  - Ashok Leyland supplies an Operator Manual for every product that we offer to our customers.
  - Our dedicated Training Centres provide thorough training for regional teams and channel partner personnel, local mechanics on all of our products and services. We have developed a comprehensive training program specifically tailored for all sales and service staff.

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- In addition, our Driver Training Institutes focus on cultivating skilled drivers by instructing them in safe driving practices (such as achieving optimal fuel efficiency), traffic discipline, and road safety. Training is conducted in compliance with the Motor Vehicle Rules and Act, which includes:
  - Testing and evaluation before certificates are issued
  - Following ISO standards throughout the training process
- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.  
Toll-free Number – 1800 266 3340 to keep vehicles up and running 24x7
  - With AL Quick Response Service, AL's technician will reach the breakdown location within 4 hrs
  - AL Restoration will ensure that your vehicle is back on- road within 48 hrs

\*Exclusive toll free for ELITE Customers
- 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)

Ashok Leyland offers service manuals for its various vehicle models, including trucks, buses, and light commercial vehicles. They contain detailed information on maintenance, repair, and troubleshooting procedures. At AL, product labelling for the Medium and Heavy Commercial Vehicle (M&HCV) range is meticulously designed to include essential information such as the brand, model name, Vehicle Identification Number (VIN), engine specifications, rear axle ratio, weight particulars, and homologation certification details. This ensures that customers have access to critical data regarding their vehicles.

Additionally, AL prioritizes customer feedback by conducting regular surveys focused on Customer Satisfaction related to aftermarket support, Sales Satisfaction concerning channel partners and sales processes, and Product Satisfaction. These surveys are instrumental in identifying areas for improvement and enhancing overall customer experience and product quality.