

# Business Responsibility and Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L31402AP1985PLC005305
2.	Name of the Company	Amara Raja Energy & Mobility Limited
3.	Year of Incorporation	1985
4.	Registered Office Address	Renignuta-Cuddapah Road, Karakambadi, Tirupati, Andhra Pradesh – 517520.
5.	Corporate Address	TERMINAL A, 1-18/1/AMR/NR, Nanakramguda, Gachibowli, Hyderabad – 500032.
6.	Email Address	<a href="mailto:investorservices@amararaja.com">investorservices@amararaja.com</a>
7.	Telephone	040-23139000
8.	Website	<a href="http://www.amararajeandm.com">www.amararajeandm.com</a>
9.	Financial Year Reported	FY 2023-2024
10.	Name of the Stock Exchanges where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11.	Paid-up Capital	18.30 Cr
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Prashant Tiwari Email - <a href="mailto:pt1@amararaja.com">pt1@amararaja.com</a> Phone: 040-23139000
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 For the purpose of this report the sustainability data related to recently acquired Plastic Component for Battery Business from Mangal Industries Limited, has not been included.
14.	Name of assurance provider	Bureau Veritas Industrial Services (India) Pvt. Ltd.
15.	Type of assurance obtained	Limited Assurance

### II. Products/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 Company
1	Manufacturing	Manufacturing of Batteries for Automotive and Industrial applications	87.43
2	Trading	Trading of Batteries for Automotive and Industrial applications	9.96

#### 17. Products/Services sold by the Company (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1	Batteries for Automotive and Industrial applications	27201	87.43
2	Trading of Batteries for Automotive and Industrial applications	27201	9.96

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	7	23	30
International	0	0	0

#### 19. Markets served by the Company

##### a. Number of locations

Locations	Number
National (No. of States)	Present across PAN India through franchisees and dealers
International (No. of Countries)	50+ countries

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

13.2%

##### c. Types of customers

ARE&M stands as a prominent player and technology leader in the Indian energy storage industry. Holding a substantial market share, the company excels in the production of lead-acid batteries for industrial and automotive applications. A broad retail network facilitates the distribution of superior automotive and home UPS/Inverter batteries across India. These products, available under the distinguished brand names of Amaron®, PowerZone®, Quanta® Power Stack®, Amaron Volt™, Amaron Brute™, and Amaron Sleek™, are the preferred choice for various industry segments. These include telecom (both service providers and tower companies), UPS, Indian Railways, Motive, Power and other industry.

The Company has successfully established robust OEM partnerships with esteemed automobile companies and is a leading supplier of private-label products to well-known brands. The reach of ARE&M extends beyond the borders of India, catering to a vast majority of countries along the Indian Ocean Rim. This is a testament to ARE&M's commitment to excellence and its vision of being a global leader in the battery storage industry.

### IV. Employees

#### 20. Details as at the end of Financial Year

##### a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	2312	2137	92%	175	8%
2.	Other than Permanent (E)	49	44	90%	5	10%
3.	<b>Total employees (D+E)</b>	<b>2361</b>	<b>2181</b>	<b>92%</b>	<b>180</b>	<b>8%</b>
<b>WORKERS</b>						
4.	Permanent (F)	5968	5264	88%	704	12%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	<b>Total workers (F+G)</b>	<b>5968</b>	<b>5264</b>	<b>88%</b>	<b>704</b>	<b>12%</b>

**b. Differently abled Employees and workers:**

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	3	3	100%	0	0%
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D+E)</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	30	29	97%	1	3%
5.	Other than Permanent (G)	0	0	0	0	0
6.	<b>Total differently abled workers (F+G)</b>	<b>30</b>	<b>29</b>	<b>97%</b>	<b>1</b>	<b>3%</b>

**21. Participation/Inclusion/Representation of Women**

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

**22. Turnover rate for permanent employees and workers (disclose trends for the past 3 years) (in %)**

Particulars	FY24			FY23			FY22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.25	8.08	13.11	15.10	15.34	15.12	12.14	14.93	12.38
Permanent Workers	10.63	8.31	9.6	8.86	6.68	8.64	13.59	8.84	13.27

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. Name 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 by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	Amara Raja Batteries Middle East (FZE) (ARBME)	Wholly owned subsidiary	100%	No
2	Amara Raja Circular Solutions Private Limited (ARCS)	Wholly owned subsidiary	100%	No
3	Amara Raja Advanced Cell Technologies Private Limited (ARACT)	Wholly owned subsidiary	100%	No
4	Amara Raja Power Systems Private Limited (ARPS)	Wholly owned subsidiary	100%	No

**VI. CSR Details**

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes
- (ii) Turnover (in Rs. Crores): 11,260.30
- (iii) Net worth (in Rs. Crores): 6,768.65

## VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY24			FY23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes ( <a href="https://www.amararajaeandm.com/Investors/investors-contact">https://www.amararajaeandm.com/Investors/investors-contact</a> )	9	0	NA	11	1	NA
Employees and workers*	Yes	228	0	NA	381	0	NA
Customers**	Yes	19	17	NA	10	31	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA
Other (please specify)		0	0	NA	0	0	NA

\* Incorporated within these figures are the valuable proposals received concerning safety enhancements and improvements in the workplace in safety committee meetings and other forums.

\*\* Only includes complaints lodged in consumer forums

#### Community

A formal process is in place to manage grievances from communities, related to both internal operations and contractors. This process ensures that all complaints are handled in a culturally sensitive, respectful, timely, and consistent manner. Feedback and suggestions from communities are actively sought by CSR personnel and prioritized for resolution. Defined timelines and escalation mechanisms ensure that all grievances are received, acknowledged, assessed, assigned, investigated, and responded to.

#### Investor and Shareholder

A robust mechanism is established to address and redress grievances from investors and shareholders.

#### Employee and Worker

Grievance redressal procedures are in place for employees and workers. An annual communication meeting is held by the senior management team, providing a platform for expressing any concerns.

#### Customer

ARE&M has a mechanism to address customer complaints related to product, quality, service, warranty, and other related issues. Customers have the option to log complaints for quick resolution through a digital platform or the "Amaron Konnekt" mobile app. A 24x7 helpline is also available for customers to call for any queries or concerns.

#### Value Chain Partner

Grievances from value chain partners are formally handled in accordance with the supplier code of conduct and the specific terms and conditions of each individual contract. Regular engagement with suppliers and channel partners through events like the annual channel partners meet helps in identifying and handling any concerns or complaints. These issues are presented to the relevant decision-makers who work to resolve them within appropriate timelines.

26. Overview of the Company's material responsible business conduct and sustainability issues pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, 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	Occupational Health and Safety	R	<p><b>Risk</b></p> <p>Affects the basic right to life and well-being of individuals.</p> <p>Legal repercussions arising out of statutory laws such as the Factories Act and others.</p>	<p>Occupational Health &amp; Safety Management System certified under ISO 45001 covers all sites.</p> <p>Competent Health &amp; Safety teams deployed at all sites.</p> <p>Occupational health services are present at all locations.</p> <p>Special provisions to deal with high-consequence injuries and related rehabilitation measures</p> <p>Medical insurance covers all employees.</p>	Negative
2	GHG Emission Management and Climate Change	R/O	<p><b>Risk</b></p> <p>Evolving regulations around carbon emissions pricing, carbon border taxes and negative stakeholder feedback resulting in business implications</p> <p><b>Opportunity</b></p> <p>Reducing dependency on fossil fuels, positive climate impact and increased energy and resource use efficiency.</p> <p>Potential market of lithium-ion batteries</p>	<p>Accounting of carbon emissions in accordance with Greenhouse Gas Protocol (GHGP) &amp; ISO 14064</p> <p>Carbon emissions reduction and energy efficiency projects to reduce ARE&amp;M carbon footprint.</p> <p>Renewable energy usage in the form of solar power.</p> <p>Facilities certified under ISO 50001:2018 for energy management systems.</p>	Negative/Positive
3	Business Ethics	R	<p><b>Risk</b></p> <p>Business ethics is a critical aspect that can pose a risk if not upheld. Ethical misconduct can lead to legal issues, reputational damage, and loss of stakeholder trust.</p>	<p>Implementing a robust code of conduct, regular ethics training, and establishing a whistleblower mechanism can help mitigate ethical risks.</p>	Negative



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)
4	Resource Efficiency and Circularity	R	<p><b>Risk</b></p> <p>Scarcity of natural resources leading to rising prices.</p> <p>Raw material procurement impacted due to supply chain disruptions</p>	<p>Circular Economy approach for all our processes.</p> <p>Investment in R&amp;D to optimize lead usage in our batteries.</p> <p>Use of recycled lead to the maximum extent in our processes.</p> <p>Resource use efficiency measures to reduce raw material input requirement.</p> <p>Major procurement from localized suppliers to abate supply chain disruptions.</p> <p>In addition, our wholly owned subsidiary ARCS is setting up 1.5 Lac MTPA of lead recycling facility in Chayyar Tamil Nadu.</p>	Negative
5	Product Stewardship	O	<p><b>Opportunity</b></p> <p>Cater to consumer demand for greener products.</p>		Positive
6	Talent Attraction and Retention	O	<p><b>Opportunity</b></p> <p>Skilled and motivated employees drive innovation, productivity, and business growth.</p>		Positive
7	Corporate Governance	O	<p><b>Opportunity</b></p> <p>Strong corporate governance practices present an opportunity for companies to enhance transparency, accountability, and long-term sustainability.</p>		Positive

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	Innovation and R&D	O	<b>Opportunity</b> Embracing innovation and investing in research and development can lead to new product development, enhanced competitiveness, and market expansion.		Positive
9	Diversity, Equity, Inclusion & Belongingness	O	<b>Opportunity</b> Diverse teams lead to better decision-making, creativity, and overall organizational success.		Positive
10	Supply Chain Management	R	<b>Risk</b> Disruptions or inefficiencies in the supply chain can lead to product shortages, delivery delays, and increased costs. A poorly managed supply chain can result in lost sales, customer dissatisfaction, and damage to the company's reputation.	Optimized sourcing, build strong supplier relationships, and explore cost-saving opportunities.	Negative

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a. Whether the Company's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c. Weblink of the policies, if available	1. Policy on Prevention of Sexual Harassment 2. No harassment at workplace Policy 3. Equal Opportunity for employment & diversity Policy 4. Discrimination & equal opportunities Policy 5. Archival Policy 6. Corporate Social Responsibility Policy 7. Nomination and Remuneration Policy 8. Code Of Conduct for Directors and Senior Management Personnel 9. Vigil Mechanism/ Whistle Blower Policy 10. Dividend Distribution Policy 11. Code of Fair Disclosure 12. Materiality Policy 13. Policy on dealing with Related Party Transactions 14. Policy on determination of material subsidiary 15. Health, Safety & Environment Policy 16. Board Diversity Policy 17. Supplier Code of Conduct 18. Dividend Distribution Policy 19. Anti-Bribery & Anti-Corruption 20. Human Rights Policy 21. Community Grievance Management 22. Employee Grievance Management Web-link - <a href="#">Policies</a>								
2.	Whether the Company has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3.	Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Yes, The Company has a Supplier's code of conduct extended to supply chain partners.								
4.	Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.	ISO 9001 : Quality Management Systems (QMS) ISO 14001: Environmental Management Systems (EMS) ISO 45001: Occupational Health and Safety Management Systems (OH&S) IATF 16949: Quality Management Systems specifically in the automotive industry ISO 50001: Energy Management Systems (EnMS) Also, ARE&M undergoes periodical internal & external assessment to evaluate the effectiveness of management systems and policies. ARE&M is a signatory to the 10 principles of the UN Global Compact.								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>5. Specific commitments, goals and targets set by the Company with defined timelines, if any.</p>	<p>The baseline and target year for the objectives below are FY23-24 &amp; FY24-25 respectively.</p> <p><b>Energy and Carbon</b>            Increase ARE&amp;M's renewable energy share to 25%.            Reduce carbon intensity (scope 1 and 2 emissions) by 11%.            Reduce energy intensity by 1.5%.</p> <p><b>Water</b>            Reduce specific freshwater consumption by 10%.</p> <p><b>Circular Economy</b>            Reduce waste intensity by 8.35%.            Increase recycled Lead &amp; Lead Alloys in production to 84.31%.            Increase recycled Polypropylene Copolymer in production to 20%+.            Improve battery recycling collection rate to 70% for Automotive and 60% for Industrial Batteries as per BWMR 2022.</p> <p><b>Safety and Occupational Health</b>            Continue to be a zero-fatality organization.            Reduce LTIFR by 20%.</p> <p><b>People</b>            Improve Gender diversity within the organization to 12%.</p> <p><b>Communities</b>            Construction of accommodation hall for NCC boys cadets.            Construction of veterinary hospital and milk collection center.            Deployment of Smart Class Rooms in schools managed by ARES.</p>								
<p>6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.</p>	<p>ARE&amp;M has made significant progresss in its sustainability initiatives:</p> <ul style="list-style-type: none"> <li>● <b>Renewable Energy:</b> The Company has increased its reliance on renewable energy sources, such as solar power. Currently, renewable energy accounts for 23.46% of the overall energy mix.</li> <li>● <b>Energy Conservation:</b> The Company's energy conservation measures have led to a 19.18% decrease in energy intensity.</li> <li>● <b>Carbon Emissions:</b> There has been a 19.54% decrease in absolute carbon emissions and a 38.13% decrease in emission intensity.</li> <li>● <b>Recycled Lead Usage:</b> The Company has used recycled lead for 83% of all lead consumed, leading to avoided abiotic depletion.</li> <li>● <b>Waste Intensity:</b> Waste intensity has been reduced by 26.24%.</li> <li>● <b>Water Conservation:</b> Zero Liquid Discharge systems have been commissioned at all facilities, leading to an increase in the effluent recycling rate and a reduction in freshwater consumption. Rainwater harvesting structures have been developed for the collection and usage of rainwater as an alternative source, replacing freshwater withdrawn from surface and ground sources. Due to these initiatives, freshwater consumption has decreased by 20.35% and water intensity has decreased by 50.69%.</li> <li>● <b>Safety:</b> ARE&amp;M has maintained its status as a zero-fatality organization throughout the year. The Lost Time Frequency Rate (LTIFR) for FY24 was 0.93. The rate has increased, the Company has already initiated Behavior Based Safety (BBS) programme and assessment of critical risks.</li> </ul>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9

- **Health:** The Company achieved 100% compliance with initial medical examinations and periodic medical examinations.
- **Diversity:** The gender diversity at ARE&M currently stands at 10.61%. Diversity targets are included in the business score cards and KRAs of Key Leaders. Organization wide sensitization workshops have been conducted.
- **Community Projects:** ARE&M has completed village infrastructure projects, including underground drainage and solid waste management, and the second skill development centre will be operational in FY 25 which will lead to increased livelihood opportunities for rural youth.
- **Life Cycle Assessments:** Completed for two products.
- **Battery Recycling Collection Rate:** We have achieved the target.

**Policy and management processes**

7.	<p>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> <p>In its initial attempt, ARE&amp;M received a B CDP rating for climate action, demonstrating its commitment to a net zero plan within its operations and across its value chain. This promising start fuels the company's determination to maintain this momentum.</p> <p>Over the year, ARE&amp;M launched the Amara Raja Sustainability Academy, an online training program designed to enhance the company's sustainability capabilities. The program, tailored to specific job roles, has already seen participation from 300 leaders. The Sustainability Committee conducts regular reviews of the company's sustainability performance to ensure alignment with its goals.</p> <p>The company also undertook a life cycle assessment for its products to understand and mitigate their environmental impact, reinforcing its commitment to environmental stewardship. These accomplishments are a testament to the company's dedication and diligence.</p> <p>The journey has also yielded valuable insights, particularly in the realm of safety. The company recognizes that behavioural changes are pivotal to enhancing safety and that demonstrate a culture of safety is a continuous process requiring consistent effort and vigilance.</p> <p>Furthermore, the company acknowledges the need for ongoing improvement in areas such as diversity and inclusion. Business leaders have set stringent targets to promote inclusivity and improve performance on diversity, addressing talent attraction, retention, and growth. ARE&amp;M's commitment to promote an inclusive workplace and ensuring employee safety remains steadfast. Kindly also refer to the Management Statements in the Integrated Report.</p>	
8.	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</p>	<p>ARE&amp;M monitors the implementation of business responsibility policies through a leadership team chaired by Mr. Jayadev Galla, Chairman and Managing Director. Environment, Social and Governance aspects are regularly discussed at meetings.</p>
9.	<p>Does the Company have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p>	<p>Yes</p> <p>ARE&amp;M's commitment to sustainability is embodied in its Executive Sustainability Committee. This committee comprises C-suite executives who are responsible for overseeing the progress and implementation of initiatives linked to sustainability on a monthly basis. The committee is under the leadership of Mr. Harshavardhana Gourineni, the Executive Director, and includes key leaders as members.</p> <p>The Sustainability Committee has a broad set of objectives:</p> <p><b>Defining Sustainability Metrics:</b> The committee is tasked with defining Sustainability metrics and monitoring their progress on a monthly basis.</p> <p><b>Reviewing Sustainability Projects:</b> The committee reviews both planned and potential Sustainability projects, providing necessary inputs and support.</p> <p><b>Building Sustainability Capability:</b> Committee focuses on enhancing organizational capabilities in sustainability, taking into account Sustainability trends and current skillsets.</p> <p><b>Conducting Benchmarking:</b> The committee conducts periodic benchmarking to bring in external and customer perspectives.</p> <p><b>Developing AR Sustainability Framework:</b> The committee is responsible for developing and rolling out AR's sustainability framework and assurance protocol. This structure ensures that ARE&amp;M maintains a strong focus on sustainability and continues to make strides in this crucial area.</p>



## 10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director/Committee of the Board/any other Committee									Frequency (Annually/Half yearly/Quarterly/Any other – please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action																			In terms of performance against policies and subsequent actions, ARE&M conducts internal reviews of its policies either periodically or as required. These reviews are carried out by various personnel including Functional Heads, Business Heads, and Executive Directors. During these assessments, the effectiveness of the policies is evaluated, and any necessary modifications are implemented.
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			ARE&M is compliant with all applicable regulations

Description of Main Activity	P1	P2	P3	P4	P5	P6	P7	P8	P9	
11 Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.										ARE&M has strategically engaged the proficiency of renowned certification bodies to conduct a comprehensive evaluation of its policies and procedures. The company's policies and procedures undergo rigorous assessment by esteemed third-party agencies, including TUV NORD and Bureau Veritas, ensuring adherence to the highest standards of operational excellence.

## 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 Principle material to its business (Yes/No)										While ARE&M does not have a specific policy on "Public Advocacy" in place at present, active engagement in advocacy efforts is a key part of its operations, particularly those that have an impact on the Energy storage Industry and the organization itself. Representation in 11 trade and industry chambers/associations is maintained, including notable entities such as the Indian Battery Manufacturing Association, Auto Component Manufacturers Association, Recycling and Environment Association of India, and Confederation of Indian Industries (CII) at the national level. On a global scale, ARE&M holds representation in the United Nations Global Compact (UNGC) and World Economic Forum (WEF). In addition, collaboration with statutory authorities is undertaken to address regulatory policies.
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)										
The entity does not have the financial or/human and technical resources available for the task (Yes/No)										
It is planned to be done in the next financial year (Yes/No)										
Any other reason (please specify)										

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### Principle 1:



Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

#### Essential Indicator:

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	Sustainability, Cyber Security / Emerging trends & industry landscape / Climate Disclosure Project & Net Zero Plan/ Materiality Assessment	100%
Key Managerial Personnel	5	Sustainability, Cyber Security / Emerging trends & industry landscape / DEIB / Climate Disclosure Project	100%
Employees other than Board of Directors and KMPs	522	Trainings related to Functional, Technical, Soft skills, QHSE,	100%
Workers	500	Sustainability, CI&L, TPM, EnMS & Wellness programs to enhance the employee skills n competencies to perform better and promote health and wellness	100%

#### 2. Details of fines /penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year:

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

Monetary					
	NGRBC Principle	Name of the regulatory enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			NIL		
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				
Punishment			NIL	

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

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

4. Does the Company 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, At ARE&M, an anti-corruption and anti-bribery policy has been put into effect to prevent, discourage, and detect any fraudulent and corrupt business practices. The Company is committed to conducting business with the highest degree of honesty, integrity, and ethical standards, and is dedicated to enforcing these standards throughout all global operations. This policy is applicable to all individuals associated with ARE&M, including employees and directors, and is incorporated into the on boarding process for every new recruit.

Web link to the policy: <https://www.amararajaeandm.com/Investors/DownloadPolicyPDF/30?name=Anti-Bribery%20&%20Anti-Corruption%20policy>

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

	FY24	FY23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

	FY24		FY23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	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 conflict of interest.

- NIL

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

	FY24	FY23
Number of days of accounts payables	40.80	39.19

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

Parameter	Metrics	FY24	FY23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.33%	1.56%
	b. Number of trading houses where purchases are made from	16	15
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	98.59%	99.34%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	63.26%	63.31%
	b. Number of dealers / distributors to whom sales are made	2,140	2,072
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	10.82%	10.43%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	7.88%	7.92%
	b. Sales (Sales to related parties / Total Sales)	0.36%	0.29%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	48.20%	6.99%
	d. Investments ( Investments in related parties / Total Investments made)	57.71%	41.27%

**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
4	ARE&M's sustainability strategy along with our expectations from the vendor partners. Additionally, we discussed the Supplier Code of Conduct and the Sustainable Sourcing Policy. The topics covered ensured a comprehensive understanding of our approach to sustainability and responsible sourcing practices	70.19%

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

Yes, A Code of Conduct is in place, applicable to the Board of Directors and the senior management team. This Code encompasses measures to avert and manage conflicts of interest, insisting on honesty, ethics, and integrity from the individuals it covers. Disclosure and avoidance of any potential or actual conflicts of interest are required from all individuals under the Code's purview. The Code offers guidance on maintaining professional and respectful conduct, thereby mitigating and preventing any potential conflicts of interest.

For further details, please refer to policy at:

<https://www.amararajaeandm.com/Investors/DownloadPolicyPDF/14?name=CODE%20OF%20CONDUCT%20FOR%20DIRECTORS%20AND%20SENIOR%20MANAGEMENT%20PERSONNEL>

## Principle 2:



Business should provide goods and services in a manner that is sustainable and safe

### Essential Indicator:

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

	FY24	FY23	Details of Improvements in Environmental and Social Impacts
R & D	64%	61%	Reduction in hazardous waste generation, conservation of natural resources, resource use efficiency, reduction in GHG emissions, conservation of water resources, lessening dependence on fossil fuels for mobility, lowered vehicular pollution, fostering a safe and healthy working environment, increased end-user satisfaction with products, increasing safety and reliability of products.
Capex	2.37%	1.77%	

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

Yes

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

In alignment with the Sustainable Procurement policy, sustainable procurement practices are being implemented, encompassing all suppliers, vendors, and input materials. This policy addresses a broad spectrum of aspects, including ethics, business integrity, human rights, social responsibility, health and safety, environment, local community, green products and practices, quality, good manufacturing practices, and legal compliance. This approach underscores the commitment to sustainability and responsible business practices. It is a testament to the dedication towards fostering a sustainable and ethical business environment.

**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.**

<b>(a) Plastics (including packaging)</b>	Bound by the Extended Producer Responsibility (EPR) regulations, ARE&M has successfully developed and submitted an EPR plan to the Pollution Control Board. This has resulted in registration as a Brand Owner, empowering the organization to manage the disposal of Multilayered Plastic (MLP) and other plastic waste generated by its products in line with the EPR Action Plan.
<b>(b) E-waste</b>	Nil
<b>(c) Hazardous waste</b>	In lead management, the company has established a comprehensive system that encompasses the entire lifecycle of lead, from procurement to processing, waste generation, and recovery. A unique closed-loop system has been designed for the post-use phase, enabling the procurement of old batteries from dealers, recycling of materials through third-party recyclers, and acquisition of used lead for new battery production. Additionally, mechanisms are in place to refurbish and reuse old batteries. In a commitment to responsible battery management, the company participates in the Battery Waste Management Rules (BWMR) Project, an initiative by the Government of India. Efforts are made to raise awareness among end customers through messages on warranty cards, urging them to deposit used batteries at designated collection centres set up across India.  ARE&M has been actively involved in recycling lead by collecting scrap batteries and offering replacements to customers. Used batteries are safely transported to designated smelting plants for lead recycling, ensuring zero harm to the environment. Currently, recycled sources contribute to 83% of the lead used in manufacturing. Also, it is striving to increase this proportion by establishing more used battery collection mechanisms. A lead recycling facility with a capacity of 1.5 Lac MTPA is being set up in Cheyyar, TN, through ARE&M's wholly-owned subsidiary, ARCS.
<b>(d) other waste.</b>	Nil



**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, An EPR plan has been prepared and duly submitted to the Pollution Control Board. Our plan is carefully aligned with our overall waste management strategy and complies with all relevant regulations.

**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.
27201	Automotive Battery (40B20)	3.30%	Cradle to grave	Yes	No
27201	Industrial Battery (2v, 600 Ah)	8.31%	Cradle to grave	Yes	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
Automotive Battery 40B20 Industrial Battery 2V, 600 Ah	Abiotic Depletion (ADP fossil): It is a measure of the use of non-renewable sources as energy for the product lifecycle. The risk essentially flags the dependency of the product lifecycle on non-renewable sources of energy which is concentrated in the product production phase.	Increasing the use of renewable energy sources such as solar power at our production sites. Development of captive solar power capacity at our plant locations. Use of recycled lead to the tune of 76% of all lead consumed leading to avoided abiotic depletion. Our energy conservation initiatives have resulted in decrease in our Energy intensity.
	Global Warming Potential (GWP 100 yrs.)- It is a measure of the amount of GHG emissions as a result of the product lifecycle. The risk flags the contribution of the product in global warming or climate change which is concentrated in the product production phase.	Increasing the use of renewable energy sources such as solar power at our production sites. Development of captive solar power capacity at our plant locations. Voluntary REC procurement to offset GHG emissions resulting from non-conventional energy usage. Our energy conservation initiatives have resulted in decrease in our Energy intensity
	Blue-water consumption: It is a measure of the amount of blue-water (freshwater from surface & ground sources) consumed during the product lifecycle essentially providing us with a footprint of the product. The risk flags the potential scarcity of blue water that can result from excessive consumption during the product life cycle mostly concentrated in the production phase.	Zero Liquid Discharge systems commissioned at all our facilities leading to an increase in effluent recycling rate & reduction in freshwater consumption. Rainwater harvesting structures for the collection & usage of rainwater as an alternative source replacing freshwater. ETP optimization done to reduce the amount of auxiliary water required for ETP operations.



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 (By Weight)	Recycled or re-used input material to total material #	
	FY24	FY23
Recycled Lead	83.20%	69.53%
Recycled plastics	10.76%	6.70%

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:

	FY24			FY23		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Hazardous waste (Batteries)	-	113,495	-	-	79,747	-

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
Used Batteries	Automotive - 62% Industrial - 46% (As per BWMR 2022)

## Principle 3:



Business should respect and promote the wellbeing of all employees, including those in their value chains

### Essential Indicator:

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities#	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>											
Male	2137	2137	100%	2137	100%	NA	NA	2137	100%	2137	100%
Female	175	175	100%	175	100%	175	100%	NA	NA	175	100%
<b>Total</b>	<b>2312</b>	<b>2312</b>	<b>100%</b>	<b>2312</b>	<b>100%</b>	<b>175</b>	<b>100%</b>	<b>2137</b>	<b>100%</b>	<b>2312</b>	<b>100%</b>
<b>Other than Permanent employees</b>											
Male	44	44	100%	44	100%	NA	NA	44	100%	44	100%
Female	5	5	100%	5	100%	5	100%	NA	NA	5	100%
<b>Total</b>	<b>49</b>	<b>49</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>5</b>	<b>10.2%</b>	<b>NA</b>	<b>NA</b>	<b>5</b>	<b>100%</b>

**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	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Workers</b>											
Male	5264	5264	100%	5264	100%	NA	NA	5264	100%	5264	100%
Female	704	704	100%	704	100%	704	100%	NA	NA	704	100%
<b>Total</b>	<b>5968</b>	<b>5968</b>	<b>100%</b>	<b>5968</b>	<b>100%</b>	<b>704</b>	<b>100%</b>	<b>5264</b>	<b>100%</b>	<b>5968</b>	<b>100%</b>
<b>Other than Permanent Workers</b>											
Male	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>0</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

	FY24	FY 23
Cost incurred on well- being measures as a % of total revenue of the company	0.61%	0.71%

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

Benefits	FY24			FY23		
	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%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%	100%	Yes	100%	100%	Yes
Others- please specify	100%	100%	NA	100%	100%	NA

**3. Accessibility of workplaces**

**Are the premises/offices of the Company 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 Company in this regard.**

ARE&M is committed to ensuring that all premises and offices are accessible to employees and workers, regardless of their physical abilities. In a further demonstration of this commitment, It is in the process of deploying additional amenities at the plant and other work locations. These enhancements are specifically designed to improve accessibility for employees with different abilities, thereby fostering an inclusive and supportive work environment.

**4. Does the Company have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

The Company stands firm in its commitment to the equal opportunity policy, as outlined in the Rights of Persons with Disabilities Act, 2016. The organization is dedicated to offering equal employment opportunities to all individuals who meet the qualifications specified in the Human Resources recruitment policies and selection processes. This commitment extends to individuals of all physical or mental abilities, caste, gender, race, color, religion, or creed.

In accordance with the laws of the country, the company upholds its position as an equal opportunity employer. The Company does not discriminate or show preference based on any of these factors.

Web-Link: <https://www.amararaja.com/code-of-ethics/>

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

Particulars	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

## 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.

Case Details	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	A mechanism for addressing complaints, known as the Grievance Redressal Mechanism, has been established. This mechanism is managed by the HR department. In addition, open house sessions such as Company Communication Meet, Plant Communication Meet, and Open Forums are conducted. These sessions serve as platforms for employees and workers to express their grievances.  Any grievance from the workforce can be relayed to the respective HR personnel. These grievances are then internally deliberated upon, and a resolution plan is devised. This approach underscores the commitment to maintaining an open dialogue and fostering a supportive work environment.
Other than permanent workers	
Permanent employees	
Other than permanent employees	

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

Category	FY24			FY23		
	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)
<b>Total Permanent Employees</b>	2312	46	1.99	2289	48	2.1
- Male	2137	44	2.06	2105	45	2.14
- Female	175	2	1.14	184	3	1.63
<b>Total Permanent Workers</b>	5968	34	0.57	5704	27	0.47
- Male	5264	33	0.63	5078	26	0.51
- Female	704	1	0.14	626	1	0.16

## 8. Details of training given to employees and workers:

Category	FY24					FY23				
	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	2137	2137	100%	2137	100%	2105	2105	100%	2105	100%
Female	175	175	100%	175	100%	184	184	100%	184	100%
<b>Total</b>	<b>2312</b>	<b>2312</b>	<b>100%</b>	<b>2312</b>	<b>100%</b>	<b>2289</b>	<b>2289</b>	<b>100%</b>	<b>2289</b>	<b>100%</b>
<b>Workers</b>										
Male	5264	5264	100%	5264	100%	5078	5078	100%	5078	100%
Female	704	704	100%	704	100%	626	626	100%	626	100%
<b>Total*</b>	<b>5968</b>	<b>5968</b>	<b>100%</b>	<b>5968</b>	<b>100%</b>	<b>5704</b>	<b>5704</b>	<b>100%</b>	<b>5704</b>	<b>100%</b>

\*Includes induction training, On the job trainings, toolbox talks, class room instructions and webinars. we conduct skill gap assessment regularly and define our annual training calendars.

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

Category	FY24			FY23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	2137	2137	100%	2105	2105	100%
Female	175	175	100%	184	184	100%
<b>Total</b>	<b>2312</b>	<b>2312</b>	<b>100%</b>	<b>2289</b>	<b>2289</b>	<b>100%</b>
<b>Workers</b>						
Male	5264	5264	100%	5078	5078	100%
Female	704	704	100%	626	626	100%
<b>Total</b>	<b>5968</b>	<b>5968</b>	<b>100%</b>	<b>5704</b>	<b>5704</b>	<b>100%</b>

## 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, A formal Occupational Health & Safety Management System (OHSMS) based on ISO 45001 has been put into operation at ARE&M. This system extends its coverage to all operating and manufacturing facilities, ensuring a consistent approach to safety across all locations.

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

Work-related hazards across all units are identified through the Hazard Identification and Risk Assessment (HIRA) process. This process involves a dedicated team of operations, maintenance, and safety personnel. To ensure safe operations, well-defined Standard Operating Procedures (SOPs), operational controls, and a work permit system are in place.

Preparation for emergency situations is facilitated through documented emergency plans. Critical risk identification is performed based on incident statistics to pinpoint top risks. Safety standards have been rolled out to mitigate these risks.

The Health, Safety, and Environment (HSE) Council convenes on a monthly basis to assess top risks and discuss health and safety parameters. All employees and workers undergo regular safety training and mandatory induction, which cover hazard identification and reporting.

Periodic safety inspections and audits are conducted to ensure compliance, with immediate corrective actions taken as necessary.

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

Yes, The company's employees communicate work-related hazards through a variety of platforms. These include the Health, Safety, and Environment (HSE) committee, dialogues during leadership and safety rounds, as well as GEMBA walks, among others.

In addition, a mobile application is provided as part of the implemented ESG software for sustainability performance. This application empowers employees and workers to report any work-related hazards, including unsafe acts or near-miss conditions.

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

Yes, Access to medical and healthcare services for non-occupational purposes is granted to all employees.

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

	Category	FY24	FY23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.22	0
	Workers	1.21	0.67
Total recordable work-related injuries	Employees	1	0
	Workers	14	10
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

At ARE&M, the value of EXCELLENCE is held in high regard. The belief is strong that a safe and healthy workplace not only shields employees from injuries and illnesses but also boosts their morale and well-being.

Safety is always the top priority, and there is a full commitment to cultivating a culture of excellence in safety. The occupational health and safety management system (ISO 45001:2018) is being implemented to continually enhance safety performance across all facilities.

The approach encompasses various measures such as:

**Hazard Identification and Risk Assessment:** Identifying potential hazards and assessing the risks associated with them.

**Emergency Response Drills:** Conducting drills to prepare for emergencies.

**Inspection of Tools and Tackles:** Ensuring that tools and tackles are inspected by competent personnel.

**Work Permits and LOTO Systems:** Adhering to work permits and Lock Out Tag Out (LOTO) systems for safety.

**Inspection of Engineering Controls:** Regularly inspecting engineering controls for safety.

**Safety Training:** Providing comprehensive safety training for both new and existing employees.

Through these systems, the company adheres to all applicable national and international safety standards. Additionally, state-of-the-art technologies

and management practices relevant to the business are proactively embraced, aiming to enhance the working environment.

To ensure a safe working environment, the following measures have been implemented:

- **Work Permit System:** A system to ensure that non routine and/or high risk activities are carried out safely.
- **Workplace Safety Audit:** Regular audits by internal teams to ensure safety.
- **Periodical Inspection:** Regular inspection of lifting Tools and Tackles and pressure vessels by a competent authority.
- **Safety Committee Meetings:** Regular meetings to discuss and improve safety measures.
- **Safety Culture Training:** Training programs to enhance a culture of safety.
- **Behavior-Based Safety Practices:** Implementation of BBS practices at all locations.
- **Emergency Preparedness Drills:** Regular drills to prepare for emergencies.
- **Inspection of Controls:** Regular inspection of engineering controls, lifting tools, and material handling equipment controls.

- Energy Isolation: Implementation of Lock Out and Tag Out for energy isolation.
- Monitoring of Workplace Conditions: Regular monitoring of workplace noise and illumination levels.
- Risk Assessment: Regular risk assessment for all activities and new initiations.
- Occupational Health Centre: A state-of-the-art occupational health centre with 24x7 operations.

ARE&M continues to implement good practices in the maintenance and monitoring of ventilation systems to ensure that a safe and healthy work environment is maintained.

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

	FY24			FY23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	200	0	-	363	0	-
Health & Safety	28	0	-	18	0	-

Note: The figures encompass the suggestions that the company has garnered related to safety enhancements and workplace betterment. The company's reporting structure is characterized by its robustness and transparency, providing diverse channels for communication, inclusive of a mobile platform and tool box talks. Furthermore, the company convenes regular Health, Safety, and Environment (HSE) council meetings to deliberate on matters concerning health and safety

**14. Assessments for the year:**

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

**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.**

The Company has implemented a robust incident investigation process and takes corrective and preventive actions across the board.

Elimination of Accidents: The Company has successfully eliminated hazards during the fixing of pipelines for acid delivery after reaching the top of the float acid tank.

Hazard Identification and Risk Assessment (HIRA): The HIRA process is regularly reviewed. After a thorough study, faults categorized under 'Immediate Correction' have been rectified and moved to 'Record and Monitor'.

Safety Management System: ARE&ML's safety management system is comprehensive. It includes the revision of the HIRA document to prevent the recurrence of incidents and mitigate risks. The organization has a well-established process for identifying near misses, unsafe acts, and unsafe conditions, which enables the implementation of necessary corrective actions.

Audits and Inspections: To identify health and safety risks, ARE&ML conducts monthly internal audits, safety inspections, and periodic external safety audits. All these procedures align with the ISO 45001 management system standards.



## Leadership Indicators

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

ARE&M provides a comprehensive suite of insurance policies and funds for all employees and workers, ensuring their well-being and financial security.

Group Life Cover Policy (GTLI): This policy offers financial security to the dependents of ARE&M's employees in the unfortunate event of loss of life during employment. Coverage commences from the employee's joining date and includes a payout of 36 months of the last drawn gross salary. All premiums and associated costs for this insurance coverage are borne.

Group Personal Accident Policy (GPA): This policy is extended to all employees, offering compensation for temporary total disability, permanent, total disability, permanent partial disability, and accidental death. Each employee is insured for a sum that is available for meeting claims to cover the impact of disability or death arising out of accidents. Coverage commences from the employee's joining date.

Benevolent Fund Policy: This policy extends benefits to regular employees. The benefits encompass retirement benefits, disablement benefits, death benefits, and benefits related to critical ailments.

### 2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

- In the company's supply chain, adherence to the Supplier Code of Conduct (SCoC) is a non-negotiable requirement for all partners. The SCoC also includes a clause that obliges suppliers to comply with all pertinent labour and safety laws, regulations, and tax obligations. Furthermore, ARE&M advocates for its suppliers to uphold comprehensive documentation as evidence of their compliance with these principles.

### 3. Provide the number of employees/workers having suffered grave consequences due to work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particulars	Total No. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24	FY23	FY24	FY23
Employees	0	0	0	0
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) –

The Company takes a proactive approach to employee education, organizing informative sessions led by banking experts. These sessions are designed to enlighten retired employees about the fundamentals of the financial market and various government schemes. It is committed to the financial wellness of all its employees, demonstrated by the biannual awareness programs it conducts. These programs cover a wide range of benefits, including SAS, gratuity, PF, benevolent fund, leave encashment, and post-retirement benefits. This initiative underscores the company's dedication to fostering a well-informed workforce and ensuring their financial security.

### 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	70.19%
Working Conditions	

### 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.

In its pursuit of delivering high-quality products and services, the company collaborates with a multitude of partners and suppliers. Regular audits and reviews are conducted to ensure adherence to compliance standards. If necessary, corrective measures are implemented. The assessment of value chain partners has not revealed any significant risks, demonstrating ARE&M's commitment to maintaining a robust and risk-free supply chain.

**Principle 4:**

**Business should respect the interests of and be responsive to all its stakeholders**

**Essential Indicator:****1. Describe the processes for identifying key stakeholder groups of the Company.**

At ARE&M, the process of stakeholder identification is meticulously structured and executed in the following sequence:

- i. Determining the purpose of the stakeholder analysis.
- ii. Recognizing potential stakeholders who could influence or be influenced by the business.
- iii. Categorizing stakeholders as internal or external.
- iv. Prioritizing stakeholders based on their impact on the business.
- v. Gathering information on stakeholder expectations.
- vi. Formulating a stakeholder engagement plan.

This process is a continuous effort that necessitates regular monitoring and engagement. It is designed to ensure that ARE&M is responsive to its stakeholders' needs and is successful in achieving its objectives.

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

<b>Stakeholder Group</b>	<b>Whether identified as vulnerable &amp; marginalised group (Yes/No)</b>	<b>Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)</b>	<b>Frequency of engagement (Annually, Half yearly, quarterly /others-please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Employees	No	Intranet, Company Communication, Open Houses, Notice Boards, Internal Mobile app, Internal Chat bot etc.,	Intranet – Daily Newsletters-Quarterly, Emails & company communication – As and when required	Employee engagement activities, training, awareness and welfare programmes
Customers	No	Regular business meetings, Customer satisfaction surveys, Advertisements, publications, website, app and social media	Frequent and needbased	New product launches; customer satisfaction, grievance redressal, service support, product health checks
Suppliers	No	Regular business meetings & supplier meets (including supplier sustainability workshops)	Frequent and needbased	Business-related discussions, awareness and training programmes, workshops and seminars, supplier sustainability
Local community	Yes	Rajanna Foundation, Krishnadevaraya Educational and Cultural Association (KECA), community meetings, newspapers	Frequent and need based	CSR projects delivery, managing community expectations & demands
Investors and Shareholders	No	Quarterly results, Annual Reports, Earnings call, Analyst meet, press releases, website, Email, newspaper advertisement, intimation to stock exchanges, Annual General Meetings and investor meetings / conferences	Annual, quarterly and need based	To inform the current performance of the Company and its future plans





## Leadership Indicators

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

- ARE&M has conducted a detailed Materiality Assessment in consultation with board member & senior management and other stakeholders like employees, communities, suppliers, customers etc. to identify significant ES&G issues. The results of the assessment have been shared in Sustainability committee.
- Any feedback or grievances received from various stakeholders are evaluated for their relevance by the respective functional leaders. These leaders then update the Board accordingly, ensuring that all pertinent information is communicated effectively. This process underscores the commitment to maintaining open lines of communication and addressing stakeholder concerns in a timely and professional manner.

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

- Yes. Understanding the significance of stakeholder consultation in decision-making, risk management, relationship-building, and achieving sustainable outcomes, ARE&M has adopted a proactive approach to stakeholder involvement. This approach fosters inclusivity, accountability, and responsiveness, leading to more successful and impactful initiatives.
- The first step in this process involves identifying key stakeholders along with their interests and issues. This is followed by a comprehensive materiality assessment to determine the significance of the identified material issues. The assessment takes into account factors such as the potential impact of each issue on the organization's performance, reputation, stakeholder trust, and long-term sustainability.
- Engagement with a diverse group of internal and external stakeholders, including employees, customers, local communities, and investors, forms a crucial part of this process. Inputs from these stakeholders are benchmarked against internal knowledge of global and sectoral trends, major social issues, the business model, regulatory requirements, and well-established sustainability standards.

- The issues that emerge from this process are evaluated for their impact on both ARE&M and its stakeholders. In response, modifications are made to existing policies, and new policies and procedures are introduced to specifically address these material issues. These changes are also reflected in the overall ESG strategy and sustainability projects of ARE&M.
- To ensure ongoing progress, a defined set of goals and targets are established for regular performance monitoring. As part of the formal and continuous stakeholder engagement process, feedback and suggestions are actively sought to refine the Sustainability strategy. The input received is highly valued and considered essential for enhancing the approach to sustainability.

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

ARE&M's Corporate Social Responsibility (CSR) initiatives are designed with the objective of enhancing the lives and livelihoods of underprivileged, marginalized, and vulnerable communities in proximity to its operational facilities. Regular on-site discussions are conducted by CSR personnel to feedback and suggestions on community-related issues, which are promptly addressed. These initiatives are spearheaded by the Rajanna Foundation and encompass the following areas:

**Primary Health:** ARE&M's CSR is committed to providing access to healthcare for vulnerable sections of society who lack the resources for quality healthcare. It extends primary healthcare services to nearly 20,000 individuals, including children, women, senior citizens, and marginalized communities.

**Education:** The Amara Raja Educational Society (ARES) operates three schools located at Karakambadi, Petamitta, and Diguamagham in the Tirupati & Chittoor districts, affiliated to CBSE. These institutions provided quality education to 4,700+ children, 80% of whom belong to marginalized or vulnerable sections.

**Skill Development:** The Amara Raja Skill Development Centre (ARDC), established in 2014, has a dedicated team that works with the youth, particularly in rural areas, to enhance their skills and provide them with non-migratory employment opportunities. Currently, a total of 1533 students are receiving on-the-job training through this skill development program.

**Environment and Social Forestry:** The Company is committed to a sustainable future and has taken tangible steps towards this goal, including soil conservation and vegetation regeneration through social forestry schemes. Social forestry encourages forest expansion, which can be utilized by tribal and forest-dependent people for harvesting forest produce, a daily necessity for these vulnerable sections.

**Principle 5:**

Business 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	FY24			FY23		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	2312	2312	100%	2216	2216	100%
Other than Permanent	49	49	100%	74	74	100%
<b>Total Employees*</b>	<b>2361</b>	<b>2361</b>	<b>100%</b>	<b>2290</b>	<b>2290</b>	<b>100%</b>
<b>Workers</b>						
Permanent	5968	5968	100%	5356	5356	100%
Other than Permanent	0	0	0	0	0	0
<b>Total Workers*</b>	<b>5968</b>	<b>5968</b>	<b>100%</b>	<b>5356</b>	<b>5356</b>	<b>100%</b>

\* Large scale Integration programs on organizational values, on-line sessions on organisation policies, training programs on Humans Rights and workplace health, safety & POSH

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

Category	FY24					FY23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	2137	0	-	2137	100	2105	0	-	2105	100
Female	175	0	-	175	100	184	0	-	184	100
<b>Other than Permanent</b>										
Male	44	0	-	44	100%	0	0	-	0	0
Female	5	0	-	5	100%	0	0	-	0	0
<b>Workers</b>										
<b>Permanent</b>										
Male	5264	0	-	5264	100	5078	0	-	5078	100
Female	704	0	-	704	100	626	0	-	626	100
<b>Other than Permanent</b>										
Male	0	0	-	0	0	0	0	-	0	0
Female	0	0	-	0	0	0	0	-	0	0



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

#### a. The details are provided below:

Particulars	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	6	15,91,27,999	1	16,30,000
Key Managerial Personnel (KMP)	3	1,33,72,274	Nil	-
Employees other than BoD and KMP	2132	6,22,068	175	6,47,796
Workers	5264	2,87,993	704	2,56,811

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

	FY24	FY 23
Gross wages paid to females as % of total wages	9.8%	8.7%

### 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, ARE&M places a high priority on the protection and preservation of human rights, demonstrating a zero-tolerance policy towards any related violations. The Company's Code of Conduct & Ethics, along with HR policies and processes, specifically address this subject. The Company is a signatory to the United Nations Global Compact, and conducts human rights due diligence based on UNGC protocol to identify and control risks related to human rights.

To ensure respect for human rights across the organization, a process has been established for reporting red flags related to Human Rights. Incidents reported are thoroughly investigated by an Internal Complaints Committee or auditor. This internal committee also takes responsibility for managing and addressing the impacts of human rights violations appropriately. This approach underscores ARE&M's commitment to maintaining a professional and respectful work environment.

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

- The Company has put in place a comprehensive set of internal procedures to effectively address grievances related to human rights. This includes the

establishment of well-defined policy frameworks, appointment of specific points of contact, creation of confidential channels for reporting, and implementation of robust investigation processes. ARE&M stands firm on its non-recrimination policies, provides mediation services, and ensures accountability through corrective actions. These procedures are subject to regular reviews and enhancements to sustain a work environment that is both safe and inclusive.

- ARE&M has implemented mechanisms to address human rights grievances through two key policies:
  - Grievance Redressal Policy: This policy, aims to address concerns and cultivate a harmonious work culture among Amara Raja employees. It is built on the foundation of mutual trust and timely resolution of grievances, with the goal of enhancing both employee and organizational performance.
  - Prevention of Sexual Harassment Policy (POSH): The Company's management has constituted an Internal Complaints Committee (ICC) with the mandate to investigate and resolve complaints of sexual harassment.

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

The details are provided below:

	FY24			FY23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0		0	0	
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	

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

	FY24	FY23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

- The organisation maintain a zero-tolerance policy when it comes to workplace harassment. It strongly encourage employees to promptly report any incidents of harassment to the appropriate authority. Upon receiving a report, it conducts a thorough investigation and take appropriate action. To address complaints of sexual harassment, it has established an independent Internal Complaints Committee. This committee operates autonomously and ensures the protection of employees from victimization. Its members are dedicated to resolving grievances in a peaceful and conciliatory manner. Additionally, it has appointed an Ombudsperson to handle the received complaints. All complaints are treated with utmost confidentiality, and the complainant's identity remains anonymous throughout the process. Furthermore, organisation strictly prohibit any form of retaliation against individuals who make a complaint, report of harassment in good faith, and those who participate in the investigation process.

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

- The Supplier Code of Conduct at ARE&M is in align with globally recognized standards. This includes the Core Conventions of the International Labour Organization (ILO), the Universal Declaration of Human Rights by the United Nations, and the Principles of the UN Global Compact. Furthermore, it aligns with other pertinent industry standards and statutory requirements.

**10. Assessment for the year\*:**

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other- please specify	-

\*Our manufacturing plant and offices at Tirupathi and Chittoor are ISO45001 certified and undergo internal and external assessments. We have also assessed our operations for welfare and human rights.



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

- No significant risks reported in the assessment.

#### Leadership Indicators

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

- Upon resolving human rights grievances or complaints, necessary alterations are made to the existing business processes at ARE&M, or new processes are introduced to avert similar issues in the future. For instance, should a complaint underscore a deficiency in the supplier code of conduct concerning human rights standards, the code may be amended to integrate more stringent requirements, thereby ensuring compliance among business partners.

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

- The due diligence on human rights at ARE&M involves an exhaustive evaluation of operations, supply chain, and business practices to pinpoint, assess, and alleviate potential human rights risks and impacts. This process includes the assessment of engagement with indigenous or marginalized communities, labor practices, land acquisition processes, supply chain management, and security protocols. The due diligence scope

spans all operational areas with potential human rights implications, ensuring a comprehensive and proactive approach to risk management.

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

- Yes, in all relevant instances, the company has ensured implementation.

#### 4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	70.19%
Wages	
Others – please specify	

#### 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

During the assessments improvement were suggested on record keeping. However no significant risks/concerns were identified.

## Principle 6:



Business should respect and make efforts to protect and restore the environment.

#### Essential Indicator:

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

Parameter	FY24	FY23
<b>From renewable sources</b>		
Total electricity consumption (A)	3,37,397	1,69,932
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>3,37,397</b>	<b>1,69,932</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	10,54,765	12,31,436
Total fuel consumption (E)	45,672	43,556
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>11,00,437</b>	<b>12,74,992</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>14,37,834</b>	<b>14,44,924</b>

Parameter	FY24	FY23
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations) (GJ/Cr)	127.69	139.1
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	2,921.54	3,182.61
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

- Yes, Bureau Veritas Industrial Services (India) Pvt. Ltd

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

- No

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

Parameter	FY24	FY23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	10498	3653
(ii) Groundwater	897059	1088777
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	61	49
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>907618</b>	<b>1092479</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>907618*</b>	<b>1339332</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	80.60	128.96
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	1,844.128	2,950.60
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

\*excludes internal recycled water as per BRSR guidance note.

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

- Yes, Bureau Veritas Industrial Services (India) Pvt. Ltd

4. Provide the following details related to water discharged:

Parameter	FY24	FY23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0

Parameter	FY24	FY23
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</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, Bureau Veritas Industrial Services (India) Pvt. Ltd

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

- Yes, ARE&M has equipped all its facilities with Zero Liquid Discharge units (ZLDs). This ensures a 100% commitment to preventing any effluent discharge from the manufacturing processes. Notably, installations of 280 KLD and 500 KLD have been implemented at the Tirupathi and Chittoor locations respectively.

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

Parameter *	Unit	FY24	FY23
NOx	-	NA	NA
SOx	-	NA	NA
Particulate matter (PM)	MT	188	336
Persistent organic pollutants (POP)	mg/Nm3	NA	NA
Volatile organic compounds (VOC)	mg/Nm3	NA	NA
Hazardous air pollutants (HAP)	mg/Nm3	0 to 1.56	0 to 0.4
Others – please specify Mercury, Cadmium, Chromium etc.	mg/Nm3	NA	NA

\*Above data is as per air emission monitoring requirement given in consent for operation

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, Bureau Veritas Industrial Services (India) Pvt. Ltd

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

The details are provided below:

Parameter	Unit	FY24	FY23
Total Scope 1 emissions (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	6,604	6,159
Total Scope 2 emissions (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	2,09,781	2,42,867
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent / INR Crore revenue	19.22	23.97
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent / INR Crore revenue	439.75	548.43
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

- Yes, Bureau Veritas Industrial Services (India) Pvt. Ltd

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

The company has demonstrated a commitment to enhancing its renewable infrastructure and prioritizing energy efficiency. This dedication is evident in the company's strategic upgrading of process technology, the implementation of efficient production scheduling, and the execution of a variety of energy-saving initiatives.

**Renewable Energy Initiatives:**

The company commissioned a renewable power infrastructure with a capacity of 62 MW. This initiative resulted in the avoidance of 67,104 tons of CO2 emissions in the fiscal year 2023-24.

**Energy Efficiency Projects by ARE&M:**

ARE&M has spearheaded several projects aimed at promoting energy efficiency, including:

- Improvement of the heater control system for lead pots
- Conversion of V-belt drive to direct coupling in FA/FE Systems
- Automation of the cooling tower process pump by providing Variable Frequency Drives (VFD)
- Replacement of old conventional chargers with Insulated Gate Bipolar Transistor (IGBT) chargers
- Installation of High-Volume Low-Speed (HVLS) axial fans in finishing areas
- Replacement of conventional lights with energy-efficient LED lights
- Upgradation of oven control panels with IGBT technology
- Installation of an automatic descaling system for acid chillers

- Elimination of dumper washing tunnel blowers in line 1
- Interlinking of FA System with respect to production lines
- Manual alternation of street lighting switch-on in the North and South sides
- Implementation of timer-based lighting control (6.00 PM to 06.00 AM)
- Reduction of skin temperature in lead melting pots
- Replacement of conventional motors with Brushless DC (BLDC) motors in HVAC Air Handling Units (AHUs)
- Downgrading of the finishing line 2 conveyor motor from 2Hp to 1Hp
- Improvement of power factor at the Sub-Distribution Board (SDB) level
- Replacement of pneumatic vibrators with electrical vibrators
- Installation of occupancy sensors for stores, charger rooms, formation tubs, and other utility buildings to control lighting energy
- Replacement of Air-Operated Double Diaphragm (AODD) pumps with energy-efficient Electrically Operated Double Diaphragm (EODD) pumps in the Effluent Treatment Plant (ETP)
- Installation of a VFD for the treated water transfer pump at ETP with a capacity of 20 hp
- Reduction of compressed air leaks in the shop floor
- Optimization of energy usage in curing and drying ovens

The company continues to endeavor for excellence in its operations, setting a benchmark in the industry for environmental responsibility.

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

The required details are provided below:

Parameter	FY24	FY23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste <b>(A)</b>	1349.63	2540
E-waste <b>(B)</b>	7.23	2.6
Bio-medical waste <b>(C)</b>	0.28	0.25
Construction and demolition waste <b>(D)</b>	0	0
Battery waste <b>(E)</b>	4084.41	5095.58
Radioactive waste <b>(F)</b>	0	0
Other Hazardous waste. Please specify, if any. <b>(G)</b>	16541.16	16508



Parameter	FY24	FY23
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	5012.06	5004.8
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>26994.77</b>	<b>29151</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	2.39	2.80
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	54.68	64.06
<b>Waste intensity in terms of physical output</b>	-	-
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	25,405	27,823
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>25,405</b>	<b>27,823</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	38.56	12.1
(ii) Landfilling	1,551.13	1,316
(iii) Other disposal operations	-	-
<b>Total</b>	<b>1,589.69</b>	<b>1,328</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, Bureau Veritas Industrial Services (India) Pvt. Ltd

**10. Briefly describe the waste management practices adopted in your establishment. 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.**

ARE&M has established a comprehensive waste management system, prioritizing the recycling and disposal of waste materials. This system involves the use of third-party contractors for regulated disposal. The categorization of solid waste into hazardous and non-hazardous types is a key aspect of this system. Established procedures are followed to collect and store waste in designated bins.

The production plant features a temporary storage area for solid waste, equipped with appropriate signage and preventive measures to avoid pollution and leakage. Hazardous waste is managed in accordance with the Hazardous Waste Management Rule, 2020. Authorized agencies oversee the transportation of hazardous waste, and a waste registry is maintained to ensure proper handling.

Non-hazardous waste, including scrap paper, plastic packaging, and metals, is directed to authorized recyclers.

- Plastics:** it utilizes recyclable stretch film of suitable thickness for web sealing packing. The generated plastic waste is sent exclusively to authorized recyclers. A significant portion of the plastic components used in batteries are recycled. The recycling of plastics, particularly packaging, is an ongoing initiative as part of the plastic waste management standards.
- E-waste:** ARE&M adheres to E-waste regulations by ensuring that the generated E-waste is directed only to authorized recyclers.
- Biomedical waste:** It is managed in line with the Bio-medical Waste Management Rules, and a record of the waste is maintained in a waste registry.

Under the banner of Lead Optimization, most of the lead used by ARE&M is sourced from recycled batteries. This practice minimizes the mining of lead and its associated toxicological effects. The R&D division is actively engaged in several internal projects aimed at increasing material efficiency and reducing the consumption of lead and acid in batteries. These projects fall broadly under the research area of lead optimization.

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.
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Not applicable

Note: ARE&M does not conduct any activities or operations in areas that are considered ecologically sensitive

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
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NA

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection Act and rules thereunder (Y/N).

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes, ARE&M is in adherence to all relevant environmental laws, regulations, and guidelines.

**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 – Not Applicable. According to CGWA classification, our manufacturing units are not located in ‘Critical’ or ‘Over-exploited’ area.
- (ii) Nature of operations –
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY24	FY23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover</b> ((Water consumed / turnover)	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

Parameter	FY24	FY23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</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.

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

Parameter	Unit	FY24	FY23
<b>Total Scope 3 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	4,05,699	4,00,948
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tons of CO <sub>2</sub> equivalent/Cr	36.02	38.61

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

- Yes, Bureau Veritas Industrial Services (India) Pvt. Ltd

## 3. With respect to the ecologically sensitive areas reported in Question 10 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.

- Not applicable. ARE&M does not conduct any activities or operations in areas that are considered ecologically sensitive.

## 4. If the entity provided below taken 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	Water flow meters	Installed irreversible electromagnetic water flow meters	Monitor, measure and reduce the water consumption
2	Upgradation of ETP	ABD1 ETP was upgraded for better efficacy	Better treatment and meeting discharge standards
3	Zero Liquid Discharge (ZLD)	Zero Liquid Discharge (ZLD)	Zero water discharge
4	Process automation	VFD installation at several pumps AHU belt drive to BLDC controlled	Reduction in electricity consumption & GHG emissions
5	Reducing auxiliary electricity consumption	Occupancy sensors installation Timer based switches on all DCS lighting Replacing conventional light with LED	Reduction in electricity consumption & GHG emissions
6	Energy efficiency initiatives	As mentioned above in Principle 6 under section 7	Improvement in energy intensity

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

Yes, a comprehensive Business Continuity Plan (BCP) has been meticulously designed by ARE&M, encompassing three pivotal areas: human resources, physical facilities, and critical IT infrastructure.

A detailed “shock playbook” has been crafted, outlining strategies to tackle various emergency scenarios and business risks. Proactive measures for disaster management have been implemented to ensure the upkeep of critical facilities, applications, and infrastructure, including domain and email servers.

In an effort to minimize the impact of potential disasters and expedite the restoration of operations, applications have been replicated to a disaster recovery site, and regular backup processes have been put in place. Network devices and links are maintained with high availability, reinforcing business continuity.

**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?**

In the entire value chain of ARE&M, no significant negative environmental impact has been identified. However, proactive measures have been implemented to ensure that procurement policies foster environmentally friendly and responsible practices. The commitment at ARE&M is to adhere to all relevant environmental laws and regulations in the regions of operation and sourcing of materials, products, and services.

High environmental standards are set for suppliers and franchises, surpassing local regulatory requirements, to protect the environment. It is recognized that the scope and nature of operations of suppliers may vary, and hence, the specific environmental principles applied may differ.

In alignment with the commitment to sustainability, all suppliers are strongly encouraged to identify the sources of their emissions, including CO2, other greenhouse gases, Sox, NOx, and particulate matter as applicable.

**7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?**

- 70.19%

**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.**
  - > The Company is a member of 11 trade and industry chambers/ associations.
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company 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	Confederation of Indian Industry (CII)	National
2	Federation of Andhra Pradesh Chambers of Commerce and Industry (FAPCCI)	State
3	Federation of Indian Export Organisation (FIEO)	National
4	Engineering Export Promotion Council (EEPC)	National
5	Employers' Federation of Southern India (EFSI)	National
6	Recycling and Environment Industry Association of India	National

Sl. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/ National)
7	IESA - Indian Energy Storage Alliance	National
8	Auto Component Manufacturers Association(ACMA)	National
9	Indian Battery Manufacturers Association (IBMA)	National
10	United Nations Global Compact	International
11	World Economic Forum (WEF)	International

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

Name of the authority	Brief of the case	Corrective action taken
There have been no adverse orders against the Company pertaining to anti-competitive conduct from regulatory bodies.		

### Leadership Indicators

**1. Details of public policy positions advocated by the Company:**

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/ Others- please specify)	Web Link, if available
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ARE&M does not maintain a distinct policy on "Public Advocacy". Instead, policy advocacy efforts are undertaken through representation in 11 trade and industry chambers/associations. Of these, eight have a national scope, one operates at the state level, and two have international footprint. These affiliations facilitate active participation in the shaping of policies pertinent to the energy storage and other areas impacting the organization. The industry associations encompass the Indian Battery Manufacturing Association, Auto Component Manufacturers Association, Recycling and Environment Association of India, Confederation of Indian Industries (CII) at the national level, and United Nations Global Compact (UNGC) & World Economic Forum (WEF) at the global level. Engagement with statutory authorities on regulatory policies is also part of the process.

### Principle 8:



**Businesses should promote inclusive growth and equitable development.**

#### Essential Indicator:

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

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount sent on R&R activities during FY 2023-24 (In INR)
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No Rehabilitation and Resettlement projects are on-going at ARE&M

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

- A formal process for managing community grievances has been put into place. This process delineates the steps to be taken upon receipt of written or verbal complaints or grievances pertaining to operations and/or contractors. The design of this process ensures that all complaints and grievances are addressed in a manner that is culturally sensitive, respectful, timely, and consistent. Moreover, CSR personnel are actively involved in collecting feedback and suggestions from the communities on-site to address any raised concerns. This mechanism enables the receipt, acknowledgement, assessment, assignment, investigation, and response to all community grievances.

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

	FY24	FY23
Directly sourced from MSMEs/small producers	21%	32%
Directly from Within India	51%	43%

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

Location	FY24	FY 23
Rural	-	-
Semi-urban	-	-
Urban	71.24%	71.49%
Metropolitan	28.76%	28.51%

**Leadership Indicators**

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

Details of negative social impact identified	Corrective action taken
No Social Impact Assessments (SIA) were required to be done in the current financial year	

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

Sl. No.	State	Aspirational District	Amount spent (In INR)
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ARE&M's current Corporate Social Responsibility (CSR) initiatives do not include any specific aspirational districts

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No) –**

Procurement decisions at ARE&M, pertaining to goods and services, are grounded in merit. Significant resources are invested to enhance capabilities within the local supplier base and individuals from marginalized or vulnerable groups.

**(b) From which marginalized/vulnerable groups do you procure? –**

We procure from small and medium-sized enterprises (SMEs), minority-owned businesses, SC / ST and Economically Backward Entrepreneurs. Women-owned businesses, and enterprises owned by previously disadvantaged individuals.

**(c) What percentage of total procurement (by value) does it constitute? –**

At present, the system for value estimation is not in place.

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by the Company (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
Not Applicable				

**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 action taken
Not Applicable		

**6. Details of beneficiaries of CSR Projects:**

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Quality Education to Rural Children Amara Raja Vidyalayam Karakambadi-1995 (ARVK) Amara Raja Vidyalayam Diguamagham-2016(ARVD) Mangal Vidyalayam Petamitta-2001(MVP) (No of students benefitted:4,718 Students passingout after course completion: 3,875)	4718	80%
2	Skilling Rural Youth with free of cost(2014) Amara Raja Skill Development Centre(ARSDC) -Petamitta (1533 students benefitted including 423 Girls)	1533	100%
3	Primary Health Services to Rural Areas (Outpatients 17163 and no of diagnostics (lab tests) 14190)	17163	100%
4	Social Forestry and Environment (around 71,000 saplings have been planted 12 Tribal families employed)	12	100%
5	Rural Infrastructure Development (2 Villages - Petamitta and Diguamagham)	2	100%
6	Water (Construction of Checkdams and Lakes Deepenening) (60 Villages,12 Panchayats Population)	21674	100%

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
7	Community Support Programs Marriage Hall at Chowdepalli Bus shelter at Chenganapalli Toilet Facilities- Govt School , Gadanki Public Roads Auditorium -Govt School Pakala Electric Crematorium , Tirupati)	2 schools & 3 villages	100%

## 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.

ARE&M holds customer satisfaction in the highest regard, prioritizing the resolution of customer complaints with transparency and efficiency. A systematic mechanism is in place to record and address grievances pertaining to products, quality, service, warranty, and other relevant aspects.

Active engagement with customers during service calls allows the company to capture feedback. This feedback is instrumental in refining the company's offerings and services.

To further support customer engagement, the company has implemented the following mechanisms:

**AMCARE:** This initiative ensures that support is available to customers at every moment. With 24x7 service centers, the company ensures seamless battery replacements, installations, and servicing. A toll-free number is available for customers to register complaints and seek resolution for their queries. Additionally, it offers free battery inspections, providing health reports for batteries in use by customers.

**AMARON KONNEKT:** This application, developed exclusively for the company's esteemed channel partners and customers, enhances the customer experience by digitalizing product records. The app also facilitates query resolution for customers, among other supportive features.

#### 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:

Number of consumer complaints in respect of the following:	FY24		Remarks	FY23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at the end of the year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services		NIL	no incidents observed		NIL	
Restrictive Trade Practices						
Unfair Trade Practices						
Other*	19	17		10	31	-

\* Regular service requests from consumers for battery replacements under warranty period are governed by our warranty policy and are not considered as complaints. Revised number considers complaints lodged in consumer forum during the year.

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

Case Details	Number	Reasons for recall
Voluntary recalls	0	0
Forced recalls	0	0

### 5. Does the Company 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. In alignment with the ISO 27001 framework, ARE&M has established a robust Information Security Policy and Data Protection Policy. These policies are securely hosted on the company's internal servers, ensuring that all internal stakeholders have seamless access.

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

- Not Applicable

### 7. Provide the following information relating to data breaches:

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	0
b. Percentage of data breaches involving personally identifiable information of customer	0
c. Impact, if any, of the data breaches	NIL

## Leadership Indicators

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

- Information relating to all the products provided by the Company are available on the Company's website.
- <https://www.amararajaeandm.com/Business/Automotive>
- <https://www.amararajaeandm.com/Industrial/>

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

- Awareness Initiatives: The Company has headed numerous awareness and advertisement campaigns addressing the hazards of Lead. These include messages printed on warranty cards that guide customers to dispose of end-of-life products at designated collection centers, and campaigns promoting the safe disposal of Used Lead Acid Batteries (ULABs).
- Product Information Accessibility: Every product label from the company carries essential information for safe and responsible usage. This includes operating and maintenance guidelines, cautionary details, and instructions for end-of-life disposal.
- Amaron Konnekt: This mobile application serves as a digital companion for ARE&M's customers. It provides easy access to a comprehensive list of "do's & don'ts" for the safe and responsible usage of products.

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

- The dedicated teams for sales and customer support maintain a consistent stream of communication. This ensures that customers are informed about any potential issues or disruptions.

### 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 whole? (Yes/No)

- Yes, ARE&M, as a responsible corporate entity, ensures that product information is displayed in accordance with all mandated local laws and even beyond. The labels on ARE&M's products are comprehensive, providing information on safe and responsible usage, along with recycling and disposal attributes. This practice is consistent across all jurisdictions where ARE&M's products are sold.
- Understanding the importance of its customers as key stakeholders, ARE&M conducts customer satisfaction surveys. The feedback obtained from these surveys is not merely collected, it is meticulously analysed. This analysis serves as a valuable resource for enhancing the quality of ARE&M's products and services, thereby ensuring a superior customer experience. This approach underscores company's commitment to its customers, treating them not just as consumers, but as valued members of its corporate journey. This human-centric approach distinguishes ARE&M, transforming it from a mere company into a community that values and respects its members.