

# **Business Responsibility Policy**

May 17, 2017.

<b>Name of Document</b>	<b>Business Responsibility Policy</b>
Version	2.0
State whether Policy/Code/ Manual/ Guideline	Policy
Group Level/ Sector Level (Specify which sector)	Group Level
Issuing Authority	Corporate Social Responsibility Committee vide Resolution passed on 13th November, 2013 <b>Dr. Pawan Goenka</b> Managing Director  <b>Rajeev Dubey</b> Group President (HR & Corporate Services) & CEO (After-Market Sector) Member of the Group Executive Board
Owner/s of the document	<b>Sandhya Sharma,</b> Vice President, Corporate Governance
Effective date of document	March 2013
Release Date	March 2014
Date of last review	March 2017
Next review date	March 2018

## 1. Background

This is an overarching policy in line with the nine principles of the National Voluntary Guidelines proposed by the Ministry Of Corporate Affairs and required under clause 34(2)(f) of the Listing Agreement with SEBI. This policy is supported by a series of existing policies, and the principles set out in this document will be reflected in new policies that would be put in place from time to time, and as relevant to each business.

## 2. Objective

The objective of this policy is to ensure a unified and common approach to the dimensions of Business Responsibility across M&M and Group companies, \_ act as a strategic driver that will help all Group Companies respond to the complexities and challenges that keep emerging and be abreast with changes in regulation

### **3. Scope and Applicability**

This policy is designed to ensure a unified and common approach across M&M and Group companies, and shall be applicable to all employees of M&M, as well as its Group Companies.

### **4. Policy Statements**

At Mahindra we believe that, the Group Aspiration of being one of the top 50 most admired global brands, can be achieved only by doing businesses on sound sustainability principles that address the dimensions of good governance as well as environmental and social responsibility. Our Business Practices would therefore be governed by the following guiding principles.

#### **Principle 1: To conduct and govern our Business with Ethics, Transparency and Accountability, by way of:**

Creating necessary governance structures, procedures and practices to ensure ethical conduct at all levels; and promote the adoption of this principle across the value chain. Transparently communicating and allowing access to information about the decisions that impact relevant stakeholders.

- Not engaging in practices that are abusive, corrupt, or anti-competition.
- Truthfully discharging responsibilities on financial and other mandatory disclosures.
- Reporting on the status of the adoption of these Guidelines, as necessary.
- Avoiding complicity with the actions of any third party that violates any of the principles of Business responsibility contained in these Guidelines.

#### **Principle 2: To provide goods and services that assure safety and contribute to sustainability throughout their life cycle by;**

- Optimal resource use over the life-cycle of the product — from design to disposal — and ensure that everyone connected with it- designers, producers, value chain members, customers and recyclers are aware of their responsibilities.
- Raising consumer awareness with regard to their rights, through education, product labelling, appropriate and helpful marketing communication, full details of the contents and composition and promotion of safe usage and disposal of their products and services.
- Ensuring that the product design considers resource efficiency and principles of sustainability in the manufacturing processes.
- Conducting regular reviews to improve upon the process of new technology development, deployment and commercialization, as well as incorporating social, ethical, and environmental considerations.
- Recognizing and respecting the rights of people who may be owners of traditional knowledge, and other forms of intellectual property.
- Recognizing that over-consumption results in unsustainable exploitation of our planet's resources, and therefore to promote sustainable consumption, including recycling of resources.

**Principle 3: To promote the wellbeing of all employees by;**

- Respecting the right to freedom of association, participation, collective bargaining, and provide access to appropriate grievance Redressal mechanisms.
- Ensuring equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, religion, disability or sexual orientation.
- Ensuring that there is no deployment of child labour, forced labour or any form of involuntary labour, paid or unpaid.
- Taking cognizance of the work-life balance of its employees, especially that of women.
- Providing facilities for the wellbeing of the employees including those with special needs.
- Ensuring timely payment of fair living wages to meet basic needs and economic security of the employees.
- Providing a workplace environment that is safe, hygienic humane, and which upholds the dignity of the employees.
- Ensuring awareness of these provisions to the employees and training them on a regular basis.
- Ensuring continuous skill and competence up-gradation of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis.
- Promoting employee morale and career development through enlightened human resource interventions.
- Creating systems and practices to ensure a harassment free workplace where employees feel safe and secure in discharging their responsibilities.

**Principle 4: To respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized by;**

- Systematically identifying stakeholders, understanding their concerns, defining purpose and scope of engagement, and commitment to engage with them.
- Acknowledging responsibility and be transparent about the impact of the policies, decisions, product & services and associated operations on the stakeholders.
- Giving special attention to stakeholders in areas that are underdeveloped.
- Resolving differences with stakeholders in a just, fair and equitable manner

**Principle 5: To respect and promote human rights by;**

Understanding the human rights principles embedded in the Constitution of India, national laws and policies and the content of International Bill of Human Rights, as well as acknowledging that, human rights are inherent, universal, indivisible and interdependent in nature.

- Integrating the principles of human rights in management systems, in particular by way of assessing and managing human rights impacts of operations, and ensuring all individuals impacted by the business have access to grievance mechanisms.
- Recognizing and respect the human rights of all relevant stakeholders and groups within and beyond the workplace, including that of communities, consumers and vulnerable and marginalized groups.
- Promoting awareness and realization of human rights across the value chain, which is within the sphere of our influence
- Not being complicit with human rights abuses by a third party.

**Principle 6: To respect, protect, and make efforts to restore the environment by;**

- Utilizing natural and manmade resources in an optimal and responsible manner and ensure the sustainability of resources by reducing, reusing, recycling and managing waste.
- Taking measures to check and prevent pollution.
- Assessing the environmental damage and bearing the cost of pollution abatement with due regard to public interest, wherever possible.
- Ensuring that, benefits arising out of access and commercialization of biological and other natural resources and associated traditional knowledge are shared equitably.
- Continuously seeking to improve environmental performance by adopting cleaner production methods, promoting use of energy efficient and environment friendly technologies and use of renewable energy.
- Developing Environment Management Systems (EMS) and contingency plans and processes that help in preventing, mitigating and controlling environmental damages and disasters, which may be caused due to our operations or that of a member of our value chain.
- Reporting our environmental performance, including the assessment of potential environmental risks associated with the operations, to the stakeholders in a fair and transparent manner.
- Proactively persuading and supporting the value chain to adopt this policy.

**Principle 7: To behave responsibly when involved in influencing public and regulatory policy by;**

- e Ensuring that, while pursuing policy advocacy, our advocacy positions are consistent with these Policies and Sub policies.
- e-Utilizing to the extent possible, trade and industry chambers and associations and other such collective platforms to undertake policy advocacy.

**Principle 8: To support inclusive growth and equitable development by;**

- Understanding the impact of inclusive growth and equitable development on social and economic development, and responding through appropriate action to minimise the negative impacts.
- Innovating and investing in products, technologies and processes that promote the wellbeing of society.
- Making best efforts to complement and support the development priorities at local and national levels, and assuring appropriate resettlement and rehabilitation of communities who have been displaced owing to our business operations.
- While operating in regions that are underdeveloped, be especially sensitive to local concerns.

**Principle 9: To engage with and provide value to our customers and consumers in a responsible manner by;**

- Ensuring that, while serving the needs of their customers, we take into account the overall well-being of the customers as well as society at large.
- Ensuring that we do not restrict the freedom of choice and free competition in any manner while designing, promoting and selling our products.
- Making full disclosures of all information truthfully and factually, through labeling and other means, including the risks to the individual, to society and to the planet from the use of the products, so that the customers can exercise their freedom to consume in a responsible manner. Where required, education of customers on the safe and responsible usage of our products and services will be undertaken.
- Ensuring that promotion and advertisements of our products do not mislead or confuse the consumers or violate any of the principles in these policies.
- Exercising due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
- Providing adequate grievance handling mechanisms to address customer concerns and feedback.
- This is an overarching policy to ensure a unified and common approach across M&M and Group companies. This policy is also supported by a series of existing policies, and the principles set out in this document are reflected in the existing policies and would be reflected in such other new policies that would be put in place from time to time, as relevant to each business.

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