

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. DETAILS

1	Corporate Identity Number (CIN) of the Listed Entity	L63000MH2007PLC173466	
2	Name of the Listed Entity	Mahindra Logistics Limited	
3	Year of incorporation	August 24, 2007	
4	Registered office address	Mahindra Towers, P.K. Kurne Chowk, Worli, Mumbai, Maharashtra - 400018	
5	Corporate address	Arena Space, 10th & 11th Floor, Plot No. 20, JVL R, Nr. Majas Bus Depot, Jogeshwari (East), Mumbai - 400060	
6	E-mail	cs.mll@mahindra.com	
7	Telephone	022 6836 7900	
8	Website	www.mahindralogistics.com	
9	Date of Start of Financial Year	Start Date	End Date
	Financial Year	April 2022	March 2023
	Previous Year	April 2021	March 2022
	Prior to Previous Year	April 2020	March 2021
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) & BSE Limited (BSE)	
11	Paid-up capital	₹ 71.98 Crores	
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report		
	Name of contact person	Dr. Richa Gautam	
	Contact number of contact person	022 6836 7900 (216)	
	Email of contact person	gautam.richa@mahindra.com	
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken, together).	Standalone basis	

II. PRODUCTS/SERVICES

14. Details of business activities

S. No.	Description of main activity	Description of business activity	% of turnover
1	Transportation by road	Freight transport services	79
2	Warehousing services	Supporting transport service	21

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

S. No.	Product/service	NIC Code	% of total turnover contributed
1	Freight transport services (transportation by road)	49231	79
2	Supporting transport service (warehousing services)	52109	21

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	500+ operating locations	10	510
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of states)	28
International (No. of countries)	0

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

NA. As an organisation, MLL is not directly involved with any export of goods or services.

c. A brief on types of customers

1. Automotive - MLL offers fully integrated solutions spanning multi-modal transportation (inbound & outbound), warehousing solutions, stores and linefeed services, yard management, large contractual workforce management, just-in-time services, aftermarket logistics, return logistics, and layout & process design support, among others, for the automotive industry. With industry expertise, an extensive partner network and state of the art technology, Mahindra Logistics creates value across different sub-sectors of the auto industry. We provide efficiencies derived from bespoke solutions design, customised technology and specialised skill building. We optimise cost, quality, and speed for some of the largest OEMs in the auto sector. Our resources and expertise span across sub-segments of auto, such as two-wheeler, four-wheeler, heavy vehicles, tractor & farm, auto components, and auto aftermarket & spares, among others, with footprints all over India.
2. Engineering & Manufacturing - MLL provides services to the Manufacturing & Engineering industries to significantly boost both productivity and effectiveness, through various offerings that encompass everything

from order management, logistics solutions, production support, and lean warehousing. We ensure our customers consistently meet and exceed expectations at every touchpoint through benchmarking, developing quality and compliance strategies across the entire value chain. We help our customers redefine their solution vision so that the impact is much greater than their expectations. Our resources and expertise are spread across segments like capital goods, heavy machinery/equipment, light engineering products such as castings, forgings, and fasteners, semiconductors, power generation & transmission equipment, and ferrous & non-ferrous metal products & parts, among others, with footprints all over India.

3. FMCG & Consumer Durables - MLL offers integrated solutions from design to deliver, managing warehousing and distribution centres, secondary and last-mile transportation, while optimising distribution systems and networks for FMCG, consumer durables, apparels and large retailers. We provide a whole suite of multi-channel and direct-to-market offerings using best-in-class technology.
4. Pharma - MLL provides differentiated and customised logistics solutions at every step of the supply chain to pharmaceutical and life sciences companies. Our solutions for the pharma industry range from the delivery of raw materials into the manufacturing process to the delivery of finished drugs and medical equipment. From freight forwarding, customs clearance, transportation, and warehousing to responsible destruction of expired products and refurbishment, we provide integrated solutions to meet the logistics needs of the industry.
5. Telecom - MLL offers a broad base of logistics solutions for network operators of large telecom firms in India. From services, such as storage, distributions, and returns, to highly specialised and technical offerings, such as maintenance, network expansion, and critical parts delivery, we offer end-to-end logistics services to the telecom industry. Our pan-India reach, and unique sector experience make us the preferred supply chain partner in the telecom industry.

6. Ecommerce - MLL offers complete end-to-end logistics solutions with a focus on speed, safety, and reliable nation-wide delivery services for the e-commerce industry. Understanding scalability, flexibility, focus on customer experience, and leveraging the right technology has made us one of the largest partners in the e-commerce industry. Be it storage and processing, automation and robotics, transportation, and last-mile deliveries, we provide integrated solutions with the highest levels of performance and reach, creating an unmatched blend of capabilities and offerings for the industry. Our solutions come with the advantages of agility and scalability, which gives us the capacity to handle high volumes of e-commerce transactions during peak season.
7. Commodities - MLL offers customised transportation services as per the requirements and logistics planning for a wide variety of commodities & heavy industries. We apply a blend of network redesign, the best in telematics, and transportation management for cost optimisation and maximising efficiency. We also provide consulting services uniquely designed for each of our customers, coupled with control tower operations for various industries. Our experiences over the years have helped us understand the businesses of our clients effectively. We are equipped to deliver innovative and unique transportation and warehousing solutions. And by understanding the specific requirement, we design a tailor-made solution, combining the required logistics components. The solution can range from a simple freight forwarding service to a highly sophisticated and integrated end-to-end logistics solution.

IV. EMPLOYEES

18. Details as at the end of financial year:

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

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3,648	3,320	91%	328	9%
2.	Other than permanent (E)	298	283	95%	15	5%
3.	Total employees (D + E)	3,946	3,603	91%	343	9%

- b. Differently-abled employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	12	7	58%	5	42%
2.	Other than permanent (E)	0	0	0.00	0	0.00
3.	Total differently-abled employees (D + E)	12	7	58%	5	42%

* Permanent employees comprise full-time employees and probationers on the payroll of MLL.

Other than permanent employees, there are management trainees, fixed term contact and graduate trainees on the payroll of MLL.

Workers' category is not applicable to MLL.

19. Participation/inclusion/representation of women

		Total (A)	No. and percentage of females	
			No. (B)	% (B/A)
EMPLOYEES				
1.	Board of Directors	9	2	22%
2.	Key Management Personnel	2	1	50%

20. Turnover rate for permanent employees and workers (disclose trends for the past 3 years)

	2022-23 (turnover rate in current FY)				2021-22 (turnover rate in previous FY)				2020-21 (turnover rate in the year prior to the previous FY)			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Permanent employees	31%	36%	0	32%	19%	36%	0	20%	12%	21%	0	13%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**21. (a) Names of holding /subsidiary /associate companies/joint ventures**

S. No.	Name of the holding/subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/subsidiary/ associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Mahindra and Mahindra Limited	Holding	58.10	Yes
2	Lords Freight (India) Private Limited	Subsidiary	99.05	Yes
3	2 x 2 Logistics Private Limited	Subsidiary	55.00	Yes
4	MLL Express Services Private Limited (Formerly known as Meru Travel Solutions Private Limited)	Subsidiary	100	Yes
5	MLL Mobility Private Limited (Formerly Meru Mobility Tech Private Limited)	Subsidiary	100	Yes
6	V-Link Automotive Services Private Limited	Subsidiary	100	No
7	V-Link Fleet Solutions Private Limited	Subsidiary	100	No
8	V-Link Freight Services Private Limited	Subsidiary	100	No
9	MLL Global Logistics Limited (Incorporated in UK)	Wholly-owned Subsidiary Company	100	No
10	Transtech Logistics Private Limited	Associate/ Joint Venture	39.79	No
11	Zipzap Logistics Private Limited	Associate/ Joint Venture	39.64	No

VI. CSR DETAILS

22. CSR Details

Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
Turnover (in ₹)	4,458.90 Crores
Net worth (in ₹)	621.03 Crores

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

MLL has a strong whistle-blower policy that is applicable to all our stakeholders. Our Whistleblower Policy is available at <https://mahindralogistics.com/wp-content/uploads/2021/05/MLL-Whistle-Blower-Policy-F.pdf>.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No)	if Yes, then provide web-link for grievance redress policy	2022-23			2021-22		
			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*	No	-	-	-	-	-	-	-
Investors (other than shareholders)	Yes	https://mahindralogistics.com/wp-content/uploads/2022/06/MLL-investor-contact-details.pdf	0	0	-	-	-	-
Shareholders	Yes	https://mahindralogistics.com/wp-content/uploads/2022/06/MLL-investor-contact-details.pdf	-	-	-	-	-	-
Employees and workers	Yes	-	5	0	-	23	6	-
Customers	Yes	-	3404	388	-	500	0	-
Value chain partners	Yes	Our business associates connect with us on basupport@mahindra.com .	399	7	98% closed by year end	251	4	98% closed by year end

* MLL is well-connected to the urban/rural communities in and around its operations. We have listening mechanisms where we understand the needs of the community and attempt to address them as per our CSR policy and management principles.

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

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

S. 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	Climate, environment and GHG	R	Transportation being the main activity, we are conscious of our contributions to climate change in the form of emissions.	We are a signatory to the Science Based Target initiative (SBTi) and are committed to becoming carbon neutral by 2040.	Negative: Increased operating costs in meeting the environmental standards.
2	Customer satisfaction	O	It is among the top priorities and is very important for our continued and growing business.	Continuous formal and informal interactions with customers and annual customer satisfaction surveys assist in understanding the exact requirement.	Positive: Improve competitiveness and adapt to client expectations by leveraging our expertise in low-carbon solutions.
3	Energy efficiency	O	Energy efficiency helps organisations in both aspects of environmental impact and cost.	This is addressed through our ACE energy efficiency project implemented across locations with targets.	Positive: Cost and environmental impact.
4	Employee training and development	O	Well-trained employees contribute positively to the operational performance of the organisation.	Training needs are identified at the start of the year, and it is ensured that relevant trainings are imparted to the employees.	Positive: Facilitate a best-in-class employee experience, thereby impacting our ability to attract, hire, train, engage and retain talent.
5	Ethics and Code of Conduct	R	Employees deviating from the norms of ethics and the code of conduct may have a serious effect on the organisation's reputation.	MLL's CoC is a wholesome document and covers all aspects, with regular trainings imparted to employees.	Negative: Impact on the Company's reputation and stakeholder trust.
6	Focus on renewable energy	O	RE helps organisations reduce their environmental impact.	All our new BTS facilities have solar installations.	Positive: Ensuring sustainable growth of the Company.
7	Occupational health and safety	R	Health & safety is among the top priorities, as any accident has a major impact in terms of cost, life, and reputation, among others.	MLL is ISO 45001 certified, and regular trainings are imparted to employees across locations.	Negative: Impact on the Company's reputation and employees & partners' trust in the organisation.
8	Corporate governance	R	Strong corporate governance helps achieve the organisation's purpose and mission and mitigates risk that undermines stakeholder trust, reputation and disrupts business.	Corporate governance framework	Negative: Impact on the Company's reputation and stakeholder trust.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

THIS SECTION IS AIMED AT HELPING BUSINESSES DEMONSTRATE THE STRUCTURES, POLICIES AND PROCESSES PUT IN PLACE TOWARDS ADOPTING THE NGRBC PRINCIPLES AND CORE ELEMENTS.

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Question	1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	b. Has the policy been approved by the Board? (Yes/No)	c. Web-link of the policies, if available
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Policy and management processes

P1	Ethics & transparency	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/MLL-COC-for-Directors.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Whistle-Blower-policy.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Policy-for-determining-Material-RPTs.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Policy-for-determination-of-materiality-for-disclosure-of-events-or-information.pdf https://mahindralogistics.com/wp-content/uploads/2022/08/Code-of-Practices-and-Procedures-for-fair-disclosure-of-UPSI.pdf https://mahindralogistics.com/wp-content/uploads/2022/08/Dividend-Distribution-Policy.pdf MLL's intranet portal (TheHive)
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Disclosure Question	1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	b. Has the policy been approved by the Board? (Yes/No)	c. Web-link of the policies, if available
P2 Product responsibility	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-Sustainability-Policy.pdf MLL's intranet portal (TheHive)
P3 Human resources	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Whistle-Blower-policy.pdf MLL's intranet portal (TheHive)
P4 Responsiveness to stakeholders	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-Sustainability-Policy.pdf https://mahindralogistics.com/wp-content/uploads/2022/12/MLL-CSR-Policy.pdf https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf MLL's intranet portal (TheHive)
P5 Respect for human rights	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/09/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Whistle-Blower-policy.pdf MLL's intranet portal (TheHive)
P6 Responsible lending	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/12/MLL-CSR-Policy.pdf https://mahindralogistics.com/wp-content/uploads/2022/09/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-Sustainability-Policy.pdf MLL's intranet portal (TheHive)
P7 Public policy advocacy	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf

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Disclosure Question	1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	b. Has the policy been approved by the Board? (Yes/No)	c. Web-link of the policies, if available
P8 Inclusive growth	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf https://mahindralogistics.com/wp-content/uploads/2022/12/MLL-CSR-Policy.pdf MLL's intranet portal (TheHive)
P9 Customer engagement	Yes	Yes	https://mahindralogistics.com/wp-content/uploads/2022/08/MLL-COC-for-SMP-Employees.pdf MLL's intranet portal (TheHive)

Disclosure question	2. Whether the entity has translated the policy into procedures. (Yes/No)	3. Do the enlisted policies extend to your value chain partners? (Yes/No)	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 your entity and mapped to each principle.
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Policy and management processes

P1 Ethics & transparency	Yes	Yes	ISO 9001, UNGC Principles, UN SDGs, National Guidelines on Responsible Business Conduct (NGRBC), Great Place to Work (GPTW) Certified
P2 Product responsibility	Yes	Yes	ISO 9001, ISO 14001
P3 Human resources	Yes	Yes	ISO 9001, ISO 45001, GPTW Certified
P4 Responsiveness to stakeholders	Yes	Yes	ISO 9001, ISO 14001, ISO 45001,
P5 Respect for human rights	Yes	Yes	ISO 45001, GPTW Certified, UNGC Principles,
P6 Responsible lending	Yes	Yes	ISO 9001, ISO 14001, ISO 45001
P7 Public policy advocacy	Yes	Yes	ISO 9001, GPTW Certified
P8 Inclusive growth	Yes	Yes	ISO 9001, GPTW Certified
P9 Customer engagement	Yes	Yes	ISO 9001, ISO 27001

Disclosure question	5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.
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Policy and management processes

P1	Ethics & transparency	<p>MLL has ESG and other business commitments with detailed goals & yearly targets, and the progress against these targets is communicated through the Integrated Annual Report and other stakeholder disclosures, such as investor presentations in the public domain.</p> <p>Commitments:</p> <ol style="list-style-type: none"> 1. Carbon neutrality by 2040. 2. Approved Science Based Targets initiative by SBTi. <ol style="list-style-type: none"> a. Reduce 88% of Scope 1 & 2 emissions per employee by 2033, with 2018 as the base year. b. Reduce 69% of Scope 3 emissions per million km by 2033, with 2018 as the base year. 3. MLL is a signatory to The Climate Pledge, a commitment to being net zero carbon by 2040. <ol style="list-style-type: none"> a. We measure and report greenhouse gas emissions on a regular basis. b. Implement decarbonisation strategies like efficiency improvements, renewable energy, material reductions, and other carbon emission elimination strategies. c. Take actions to neutralise any remaining emissions with additional, quantifiable, real, permanent, and socially beneficial offsets to achieve net zero annual carbon emissions by 2040.
P2	Product responsibility	
P3	Human resources	
P4	Responsiveness to stakeholders	
P5	Respect for human rights	
P6	Responsible lending	
P7	Public policy advocacy	
P8	Inclusive growth	
P9	Customer engagement	

Governance, leadership and oversight

7.	Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements	<p>MLL is committed to delivering a sustainable future by accelerating commerce and empowering communities to RISE. The Company's sustainability strategy is linked to the business strategy, as we aspire to be an employer of choice, a provider of choice, and an investment of choice.</p> <p>Information on ESG-related challenges is elaborated in the Managing Director & CEO Message in this report.</p>
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Mr. Rampraveen Swaminathan Managing Director & CEO</p>
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability-related issues? (Yes / No).	<p>Yes. The CSR Committee of the Board oversees business responsibility and progress on our sustainability ambitions.</p>
	If yes, provide details.	<p>The CSR Committee of the Board constituted in compliance with the provisions of the Act read with the applicable rules made thereunder consists of four Directors as on 31st March, 2023, of whom one half are Independent Directors. Details of the composition of the CSR Committee as on 31st March, 2023 is given hereunder:</p> <p>Mr. Ranu Vohra, Independent Director - Chairman Ms. Malvika Sinha, Independent Director - Member Mr. Rampraveen Swaminathan, Managing Director and CEO - Member Mr. Naveen Raju, Non-Executive Director - Member</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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee	Committee of the Board								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee	Committee of the Board								
Subject for review	Frequency (annually/half yearly/quarterly/any other - please specify)								
Performance against above policies and follow up action Frequency (Annually/ Half yearly/ Quarterly/Any other - please specify)	Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances Frequency (Annually/ Half yearly/ Quarterly/Any other - please specify)	Annually								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	Yes. TUV Rheinland (ISO9001, 14001 & 45001), KPMG (independent assurance as a part of Mahindra Group Sustainability report)								

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

Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not applicable								
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 INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	On-going- Multiple trainings throughout the year	Familiarisation sessions for the Directors of the Company covering issues related to Safety, Health and Environment, Strategy/Industry Trends, Ethics & Ethics, Governance and Legal & Regulatory matters. These matters are also regularly discussed and deliberated upon in Board meetings, Board's Audit Committee meetings, and other committees. Details of familiarization programmes given to Directors are available at https://mahindralogistics.com/wp-content/uploads/2023/04/Familiarization-Programs-conducted-in-FY-2023.pdf and also disclosed in the Report on Corporate Governance, forming part of this Integrated Annual Report	100%
Key Managerial Personnel	4	- MLL Code of Conduct - Prevention of sexual harassment	81%
Employees other than BoD and KMPs	54	- MLL Code of Conduct - Prevention of sexual harassment	77%
Workers	127	- MLL Code of Conduct - Prevention of sexual harassment - Safety awareness	56%

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

NGRBC Principle	Monetary			
	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/fine	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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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
Not applicable	

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes.

If yes, provide details in brief

MLL's Code of Conduct is a comprehensive document that covers applicable laws and regulations, including anti-bribery, anti-corruption, and ethical handling of conflicts of interest. It guides us to set a common standard of ethical approach that consistently reflects in our behaviour and business dealings.

if available, provide a web-link to the policy.

https://mahindralogistics.com/wp-content/uploads/2022/03/EE_2021-22_299_PR_MLL_Code-of-Conduct-A5-030322-1.pdf

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

	2022-23	2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	17	16
Workers	0	0

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

	2022-23		2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil		Nil	

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable.

LEADERSHIP INDICATORS

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

Segment	Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
Business Associates	48	Vendor Code of Conduct (Ethics, Human Rights, Environment & Safety), Women's Empowerment, Communication Skills, and Digital Payment, among others.	Not available

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

Yes, the Company has processes in place to avoid/manage conflicts of interest involving members of the Board. Every Board member discloses the names of the entities or arrangements in which they are interested, which are brought to the attention of the Board, wherever required.

The Board of the Company, including its subsidiaries, has adopted a Code of Conduct for Directors, Senior Management, and Employees that provides direction and principles to be followed while performing duties, manages conflicts, and conducts its activities in an ethical and transparent manner. The Code specifically requires that any person who considers that they are potentially in a situation of conflict of interests owing to their other activities outside the Group, family relationships, personal assets, or any other reason, should immediately notify this fact to the Chairman of the Board (in the case of Directors), who will review the question and determine a proper course of action, including whether consideration or action by the full Board is necessary.

Directors involved in any conflict or potential conflict situations recuse themselves from any discussions or decisions concerning those matters.

PRINCIPLE 2 - BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

ESSENTIAL INDICATORS

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	0%	0%	-
Capex	33.96%	14.90%	Electrical vehicles (eDel) for electrifying the last mile delivery MHE which are battery operated and benefits the environment.

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?

We are a 3PL company and do not source raw materials. However, most of our procurement decisions follow the principles of sustainable sourcing. Some examples are:

- eDel vehicles for electrifying our last mile delivery (>30% electrified operations)
- Eco-pallets replacing plastic pallets: We piloted a new sustainable product- Eco-pallets. The Eco-pallets are made from post-consumer recycled wood with a patented Polyurethane coating. Its deployment is planned at the majority of our warehouses across all business verticals
- Green Infrastructure: We have curated Built to suit warehouses (BTS), a customer offering that primarily consists of IGBC-certified Green warehouses. Our head office in Mumbai and regional offices in Hyderabad and Delhi are IGBC-certified green buildings

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)	Not applicable. MLL is a 3PL company that is mainly a service provider and not into the production of finished goods. Since the Company only deals with providing services, it is not involved in reusing, recycling, and disposal of the developed products.
(b) E-waste	
(c) Hazardous waste	
(d) Other waste	

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.

Not applicable.

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?

Not applicable.

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.

Not applicable.

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).

Not applicable. MLL is a 3PL company, and we don't manufacture any product.

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:

Not applicable. MLL is a 3PL company, and we don't manufacture any product.

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

Not applicable. MLL is a 3PL company, and we don't manufacture any product.

PRINCIPLE 3 - BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	3,603	3,603	100	3,603	100	0	0.00	3,603	100	0	0.00
Female	343	343	100	343	100	343	100	0	0.00	7	2.00
Total	3,946	3,946	100	3,946	100	343	9.00	3,603	91	7	0.1
Other than permanent employees											
Male	283	283	100	283	100	0	0.00	283	100	0	0.00
Female	15	15	100	15	100	15	100	0	0.00	0	0.00
Total	298	298	100	298	100	15	2	283	100	0	0.00

* The workers' category is not applicable to MLL

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

Benefits	2022-23		2021-22	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	Y	100	Y
Gratuity	100	Y	100	Y
ESI	24	Y	26	Y

3. Accessibility of workplaces

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

Yes. MLL is focussed on recruitment of persons with disabilities. Roles were identified at the Corporate Office as well as various operations sites for persons with disabilities, so that they could be provided with an opportunity to develop their careers in their respective areas of specialisation. The organisation identified and engaged with specific partners, specialising in hiring and sensitisation with respect to persons with disabilities. To ensure that the work environment was conducive, infrastructural modifications were made based on an audit conducted by an external consultant.

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

Yes, the entity has a diversity and inclusion policy and MLL Code of Conduct that ensure equal opportunity. <https://mahindralogistics.com/diversity-and-inclusion/>

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	90%	69%
Female	91%	50%
Total	90%	67%

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.

	Yes/No	Remark
Permanent employees	Yes	A dedicated Appraisal Grievance Redressal mechanism was launched to address employee grievances in a timebound and effective manner that provided employees with a forum to have their concerns addressed.
Other than permanent employees	Yes	The Sanjeevani programme has been curated for the benefit of third-party employees to ensure that there is higher engagement and productivity. There are regular Sanjeevani sessions, works committee sessions, and tool-box sessions that are conducted to guarantee that there is a platform to raise their concerns. Through these sessions, grievances are reviewed and addressed for resolution.

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

Category	2022-23			2021-22		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total permanent employees	3,946	440	11	4,152	439	10
- Male	3,603	431	12	3,821	439	11
- Female	343	9	3	331	0	0

8. Details of training given to employees and workers:

Category	2022-23					2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,603	2,810	78	3,099	86	3,821	2,663	70	2,989	78
Female	343	185	54	271	79	331	143	43	263	79
Total	3,946	2,995	76	3,370	85	4,152	2,806	68	3,252	78

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

Category	2022-23			2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3,603	2,462	66.00	3,821	2,708	71.00
Female	343	255	74.00	331	284	86.00
Total	3,946	2,717	69.00	4,152	2,992	72.00

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).

Yes.

If yes, the coverage such system?

All Locations. MLL is certified for the Integrated Management System (IMS) that consists of:

- ISO45001:2018 Occupational Health and Safety Management System OHSMS
- ISO14001:2015 Environment Management System (EMS)
- ISO9001:2015 Quality Management System (QMS) ISO certification

MLL also follows the Mahindra Safety Way (TMSW) standard, consisting of 25 process parameters and 8 result parameters as per the M&M Central Safety Council (CSC).

- 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 are identified under Hazard Identification and Risk Assessment (HIRA) as per the ISO 45001:2018 standard.

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

Yes. We have a web-based application, M-Safe (<https://safety.mahindralogistics.com>), for reporting unsafe acts, unsafe conditions, near misses, first aid cases, road incidents, fire incidents, non-reportable, and reportable incidents.

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

Yes. MLL has a well-established procedure for health checkups and medical support for their staff as per HR policy.

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

Safety incident/number	Category	2022-23	2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Other than employees	0.01	0.06
Total recordable work-related injuries	Employees	0	0.50
	Other than employees	0.37	0.77
No. of fatalities	Employees	0	0
	Other than employees	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Other than employees	0	0

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

- Risk Assessment and Mitigation Plan
- Inspection/Audit and Measurement
- Competency Development through Trainings (Fire Safety, Material Handling, Electrical Safety, and Emergency Preparedness, among others)
- Review Mechanism
- Emergency Response Plan
- ARVR (Augmented Reality Virtual Reality) Training Module on Fire Safety & Electrical Safety
- Tracking and Closure of Unsafe Acts & Unsafe Conditions (99%)
- Bi-monthly safety theme based inspection
- Safety Observation Tour (SOT)
- Reporting and Closure of Unsafe Acts & Unsafe Conditions through Web-Based Application, M-Safe (<https://safety.mahindralogistics.com>)

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

	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	28,100	26	99.90% closure	27,657	34	99.87% closure
Health & safety	18,651	11	99.94% closure	21,313	18	99.91% closure

14. Assessments for the year:

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

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.

- a. Forming Incident Investigating Team - The line management will form the team within 8 hours of the occurrence of the incident.
- b. Determining Facts - Incident investigating team will perform the tasks like scene recreation through photographs, seek inputs from key personnel like operator, and supervisor, among others.
- c. Determining Key Factors - Key factors are those circumstances that may have contributed to the occurrence of incident. This will be determined by performing a root cause analysis.
- d. Determine Systems to be Strengthened - The systems that need to be strengthened will be identified by determining the key factors.
- e. Recommending Corrective & Preventive Actions - Based on the key factors determined, corrective, and preventive actions will be recommended.
- f. Documentation & Communication of Findings - The incident investigation report will be made and submitted by the team leader to the leadership team.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of

a. Employees (Y/N)

Yes. All employees are covered under the Group Term Life Insurance Policy.

b. Worker (Y/N)

Not Applicable

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

Yes. It is ensured that all clauses on human rights-related aspects like minimum wages, working hours, and freedom of association are part of the Vendor Code of Conduct. Each value chain partner must sign the Vendor Code of Conduct and abide by the clauses. We have a compliance tool in place that tracks the entity's and BA's monthly statutory compliances, which are audited on a monthly basis by our compliance partner. Also, our Location HR conducts random checks on BA's statutory payments.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2022-23	2021-22	2022-23	2021-22
Employees	0	0	0	0
Other than employees	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)

No.

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	100
Working conditions	100

- 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.**
- Hazard Identification and Risk Assessment
 - Behaviour-Based Safety
 - Work Permit System
 - Contractor Safety Management
 - Transportation Safety
 - Electrical Safety Management
 - Personal Protective Equipment
 - Fire Safety Management
 - Material Handling Safety
 - Lock Out Tag Out Process
 - Incident Management
 - Work at Height Safety

PRINCIPLE 4 - BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

ESSENTIAL INDICATORS

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

Stakeholder engagement for us is about collaborating and working together with them to ensure a win-win for them, our Customers and our Company. Being a third-party logistics provider, the stakeholders in the value chain are very critical for the sustainable growth of the Company. Hence, understanding and satisfying the needs and aspirations of stakeholders is an important factor in the process of our service delivery. During the year, a detailed exercise was carried out to ensure that all our stakeholders were effectively covered, and that the engagement process brought value to the Company as well as each stakeholder group. Wherever required, each stakeholder group was further divided into sub-groups depending on the needs of the business vertical and the role they play in ensuring a high level of customer service. An internal survey was conducted during the year, based on which the stakeholders were identified.

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

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/ half yearly/ quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Other	Others - please specify	Training & capacity building, newsletters, surveys, organisational communication platforms, reward & recognition, employee involvement in CSR activities of the Company

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (CONTD.)

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/ half yearly/ quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Other	Others - please specify	Satisfaction surveys, personal visits, newsletters, health & safety training & awareness programmes for the employees of Customers, Control Tower for complete visibility of fleet movement, Participation in launch of new operations/ Products
Business partners	No	Other	Others - please specify	Office visits, periodic mailers, newsletters, meetings with CEO and senior leadership. Training to drivers on safe driving. Business partners development, reward & recognition programmes, toll-free helpdesk, satisfaction surveys, involvement in the Company's CSR activities.
Shareholders/ investors	No	Newspaper	Others - please specify	Press release, statutory & voluntary disclosures, personal meetings, and presentations.
Government & regulators	No	Other	Others - please specify	Policy interventions in the interest of the industry through trade bodies.
Local communities	Yes	Other	Others - please specify	Various CSR activities, in association with NGOs, or directly based on need assessment, and employee volunteering, among others.

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.

'Expand the ESG mandate' is a part of our CEO policy and priorities, which are cascaded to all business verticals with targets. Consultation with stakeholders on ESG topics is conducted by business leaders within the organisation, who are also responsible for engaging with stakeholders continuously. Material issues for the business are prioritised based on their impact on our stakeholders and our business. ESG updates, along with scores of customer satisfaction and M-Cares employee engagement, forms an agenda for all board meetings.

Read our ESG aspirations at <https://mahindralogistics.com/csr-and-sustainability/>

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. Our ESG aspirations are based on material topics based on our stakeholder consultations. The top material topics were shortlisted and prioritised based on their impact on our stakeholders and our business.

For 2022-23, senior leaders of the organisation were engaged for the materiality matrix refresh with a view to gain their perspectives on the key issues pertaining to ESG and build their buy-in. As a part of this exercise, questionnaires were shared with the leaders of the organisation, asking for their views on the topics that were material to the organisation. The material issues identified after this exercise were used in this report and other strategic decisions of the organisation.

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

Over the last few years, MLL has been focusing on the initiative of building gender diversity and making the workplace more inclusive and conducive for all its employees. MLL has been proactive in recruiting as well as developing diversity groups across levels in the organisation. There are several initiatives taken in this regard, some of these are outlined below:

Audit and Assessments

- Infrastructure Accessibility audit has been conducted at the Head Office as phase one to identify barriers to the inclusion of PWDs. The detailed report is awaited.

A Gender-Neutral Washroom at HO has been opened to foster the inclusion and comfort of various gender identities and expressions. An FAQ and announcement will be provided to help employees understand this new initiative.

Recruitment

- **Udaan** - The Second Career Internship Programme, focusses on enabling women on a career break to continue their work journey at MLL.
- **VEER** - The Veteran Employment Engagement and Retention (V.E.E.R) programme was conceptualised to provide armed forces veterans from the enlisted

cadre (retd. JCO/NCOs) with opportunities in the operations function. Considering that they are highly disciplined and face challenges in seeking relevant job opportunities based on the skills that they bring to the table, the organisation provides them with a one year programme where they undergo extensive training, functional onboarding, site level orientation, mentoring, and shadowing. The organisation has inducted the third batch of candidates from the V.E.E.R programme with armed forces veterans and trained them to join our ground operations, which brings the total number of VEER veterans inducted to 30.

- **Women in operations through diversity feeder programmes** (Mission 100 women) - To increase the supply of talent into the workforce, the organisation recruited 55 women trainees as Management and Graduate Engineer Trainees, which would help drive gender diversity at the operational band. The focused campus programme for hiring women trainees for operations was intended to train women in warehouses, stores and linefeed, and transportation operations before assigning them specific roles.
- **Persons with Disabilities inclusion** - MLL is focused on the recruitment of persons with disabilities. Roles were identified at the corporate office as well as various operations sites for Persons with Disabilities, so that they could be provided with an opportunity to develop their careers in their respective areas of specialisation. The organisation identified and engaged with specific partners, specialising in hiring and sensitisation with respect to Persons with Disabilities. To ensure that the work environment was conducive, infrastructural modifications were made on the basis of an audit conducted by an external consultant.
- **LGBTQIA+ community inclusion** - There are focused efforts to hire professionals from the community. There are various sensitization and awareness trainings conducted for all employees. The LGBTQ inclusion policy was created in 2020-21, to create an enabling workplace for employees from the LGBTQ community, by covering them in adoption leave, compassionate leave, mediclaim for same-sex partners and the anti-sexual harassment policy. Before hiring candidates from the community, a leadership sensitisation session was conducted to create awareness about the community, which was followed by ground level sensitisation and the fulfilment of infrastructure requirements.

Programmes: Awareness & Sensitisation

- **Diversity Circles/Employee Circles**
An initiative to connect with groups, such as women, PRIDE, PWD, and veterans. The aim is to provide a safe and trusted space for them to share their experiences, offer suggestions for cultural improvement, and collaborate cross-functionally with peers. Our intent is to conduct these circles every quarter with the support of HRBPs at sites and subsidiary companies, ensuring that discussions are structured and standardised to uniformly collect insights.
- DEIA Sensitisation sessions are also conducted around gender and other aspects of diversity and inclusion, the prevention of sexual harassment etc.
- **Prevention of Sexual Harassment at the Workplace (POSH)** - MLL takes POSH compliance very seriously, and to ensure this, everyone undergoes mandatory training and there are sessions conducted at all MLL warehouses and plants. The IC committee was revamped recently with 50% women's appointments. The POSH policy not only covers harassment against women but also includes our LGBTQ employees and all other gender identities at MLL.
- **Women specific sessions and facilities** - Periodic sessions around menopause and other women's health-related subjects are conducted for all MLL women employees. There is also a facility for sanitary napkins at MLL's warehouses and plants for all its women employees.

Employee Work - Life Initiatives

- **Employee Assistance Program** - In an attempt to nurture and enhance the emotional and psychological well-being of our employees, MLL introduced Inner Sight, an employee assistance programme that allows all employees to undergo counselling/consulting with professional well-being experts in a non-judgmental and confidential environment. This programme is also extended to the employee's immediate family members.
- **Birth & beyond programme** - Women, through the course of their careers, go through various life stages, maternity being one of them. The programme 'Birth & Beyond' has been conceptualised and launched with the aim of making motherhood smoother and happier. It encompasses creation of a conducive work environment for women employees throughout the maternity continuum (during early motherhood) - pre-maternity, maternity & post-maternity, by giving them flexibility in their work schedules and workloads. The programme includes providing them all possible support including child-care options, counselling and phase back programme, to reduce stress about managing both, their motherhood and career priorities.
- **Medical benefits for same-sex partners** - While we focus on diversity, it is equally important to have inclusive policies and processes in place for our diverse set of employees. MLL covers its LGBTQIA+ employees and their same-sex partners under its group medical insurance.
- **Compassionate leave** - This leave of four days is also extended to our LGBTQIA+ employees and may be availed of on the demise of an immediate family member/same-sex partner.

PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

ESSENTIAL INDICATORS

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

Category	2022-23			2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	3,603	3,099	86%	3,741	0	0
Other than permanent	343	271	79%	411	0	0
Total employees	3,946	3,370	85%	4,152	0	0

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

Category	2022-23					2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	3,648	1,616	44%	2,044	56%	3,741	3,161	84%	580	16%
Male	3,320	1,501	45%	1,822	55%	3,417	2,927	86%	490	14%
Female	328	115	34%	222	66%	324	234	72%	90	28%
Other than permanent	298	217	73%	77	27%	411	411	100%	-	-
Male	283	202	72%	77	28%	404	404	100%	-	-
Female	15	15	100%	-	-	7	7	100%	-	-

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	5	18,60,000	2	17,35,000
Key Managerial Personnel	1	-	1	-
Employees other than BoD and KMP	3,601	3,78,864	342	4,96,236

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

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

An employee grievance redressal policy has been formulated, which ensures that there is a platform for any employee to raise any genuine problem, concern, or grievance about their working environment or working relationship that they wish to seek redressal through a workflow mechanism. An employee who has experienced a particular grievance at the workplace that has not been addressed in a reasonable time should escalate the grievance making use of the options at his/her disposal. Employees can raise grievances during the 'Location HR Connect' sessions conducted at the location by the location HR and regional HR on a monthly basis. In addition to this, there are Zonal Redressal Committees as well as a National Redressal Committee to redress the same. Employees can raise any work, behavioural and hygiene-related grievance if any, by making use of the Zonal grievance committee. The employee should write an e-mail to the respective Zonal redressal Committee, making use of dedicated e-mail ID describing the nature of grievance. If the Zonal Redressal committee is unable to resolve any grievances, then they should consult the National Redressal Committee for a resolution.

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

	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	4	0	Nil	4	1	Nil
Discrimination at workplace	0	0	Nil	14	0	Nil
Child labour	0	0	Nil	0	0	Nil
Forced Labour/involuntary labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other human rights-related issues	0	0	Nil	5	5	Nil

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

The grievance redressal mechanism ensures that confidentiality is critical in ensuring that no reprisal or retaliatory action is taken against an employee who has reported the same.

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

Yes.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third-parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

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

None.

LEADERSHIP INDICATORS

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

The organisation has launched the Employee Code of Conduct (COC) that covers necessary sections pertaining to human rights grievances/complaints. The Code of Conduct outlines necessary behaviours that are permissible and those which are not. In addition to this, the organisation also has the Speak Up platform wherein if any employee witnesses or suspects unethical behaviour, including any violation of the MLL COC or a Company policy, the employee can reach out to the Ethics Helpline. The Mahindra Group (including MLL) has partnered with an external global company, Convercent, which offers a secure and confidential platform to report issues related to MLL COC violations. This platform ensures an open and transparent culture by providing a secure, independent, and transparent mode of logging complaints.

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

None.

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. Provisions have been made at specific sites/offices where differently-abled employees operate.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	It is ensured that all clauses on human rights-related aspects like prevention of child labour, forced labour, sexual harassment, and discrimination at workplace are part of the Vendor Code of Conduct. Each value chain partner must sign the Vendor Code of Conduct and abide by the clauses.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

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

None

PRINCIPLE 6 - BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

ESSENTIAL INDICATORS

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

Parameter	Please specify unit	2022-23	2021-22
Total electricity consumption (A)	GJ	9,908	5,163
Total fuel consumption (B)	GJ	712	222
Energy consumption through other sources © (Solar On-site)	GJ	296	0
Total energy consumption (A+B+C)	GJ	10,916	5,385
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (GJ/INR Cr)	(GJ/INR Cr)	2.45	1.48
Energy intensity (optional) - the metric selected by the entity is (GJ/FTE)	(GJ/FTE)	2.766	1.297

* As a growing 3PL business, our focus has been to maintain adequate scope of reporting across years. Customer demand necessitates setting up of operations in newer geographies which often results in closure of old and opening of new operational facilities. In order to enhance the scope of reporting in FY 22-23, we added our new state-of-the-art, large BTS warehouses (Built to Suit) into the scope of sustainability reporting, and therefore the performance on most parameters is not comparable with previous year's performance.

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

No.

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

Not applicable.

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

Parameter	2022-23 (in kl)	2021-22 (in kl)
Water withdrawal by source (in kiloliters)		
(i) Surface water	NA	NA
(ii) Groundwater	0	1,574
(iii) Third party water	1,915	668
(iv) Seawater / desalinated water	NA	NA
(v) Others (Municipality Water Supply)	7,259	6,164
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	9,174	8,406
Total volume of water consumption (in kilolitres)	9,174	8,406
Water intensity per rupee of turnover (Water consumed / turnover) (kl/INR Cr)	2.05	2.31
Water intensity (optional) - the metric selected by the entity is (kl/FTE)	2.33	2.02

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

No.

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

No.

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

At our select state-of-the-art warehouses, we have established monitoring measures. These measures include warehouse air circulation, DG air emission monitoring, temperature, energy, and water usage in conjunction with heat mapping on the air emission movement of trucks and people throughout the warehouse for operational control. The air emissions due to our warehouse operations are insignificant.

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

No.

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

Parameter	2022-23 (in tCO ₂ e)	2021-22 (in tCO ₂ e)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	53.7	16.7
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	1,954	1,043
Total Scope 1 and Scope 2 emissions per rupee of turnover (tCO ₂ e/INR Cr)	0.45	0.29
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity (tCO ₂ e/FTE)	0.508	0.249

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

No.

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

Yes. We are committed to becoming Carbon Neutral by 2040. Our strategy to achieve carbon neutrality is guided by our climate change policy, which focuses on enhancing energy productivity, increasing the renewable energy mix, refining our emissions targets and carbon offsetting. MLL has aligned with SBTi targets on reducing GHG emissions. Some of these measures include:

1. Optimisation of energy utilization and replacing conventional lighting and other energy equipment with technologically advanced energy efficient equipment. This has resulted in saving of 17 lakh kWh amounting to reduction of GHG emissions of around 1228 tCO₂e.
2. Electrifying the last mile through eDel and EV deployment in our Mobility business.
3. Reducing customer carbon footprint with dedicated low carbon solutions.
4. Setting up Solar PV at warehouses.
5. Evaluating shift in fuel usage from diesel to alternate fuels like CNG/ biodiesel/LNG.
6. Shift in modes of transport i.e. road to rail.
7. Large scale afforestation.

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

Waste management is an important aspect of our warehousing operations which is limited to waste collection, segregation and disposal to authorised vendors. However, the waste collected is majorly non-hazardous in nature and quantities are insignificant.

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

No.

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

Being in the service industry at the core, our products are customised logistics solutions catered across a diverse set of industries. Our operations are not waste intensive.

10. 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:

Not applicable. MLL has operational facilities and offices across 28 Indian States. None of these facilities or offices are in ecologically sensitive areas.

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

Not applicable. Being a service industry at the core, our products are customised logistics solutions catered across a diverse set of industries. We do not deal into larger projects that need environmental impact assessments.

12. 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).

Yes. As a service provider operating on an asset-light model, the consent to establish or operate is not applicable to the Company.

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

Not applicable

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	Please specify unit	2022-23	2021-22
From renewable sources			
Total electricity consumption (A)	GJ	296	0
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	296	0
From non-renewable sources			
Total electricity consumption (D)	GJ	9,908	5,163
Total fuel consumption (E)	GJ	712	222
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	10,620	5,385

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

No.

2. Provide the following details related to water discharged:

Parameter	2022-23 (in kl)	2021-22 (in kl)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment - please specify level of treatment		
(ii) To Groundwater		
- No treatment)		
- With treatment - please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kilolitres)		

At our BTS warehouses and stock yards, waste water generated is treated in sewage treatment plants and reused for internal domestic purposes and landscaping.

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

No.

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

MLL has planned an internal research-based study to evaluate its presence in water-stressed areas in India. As a result of the study, a detailed plan will be prepared to determine and guide the consumption patterns in these regions.

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

No.

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

Parameter	Unit	2022-23	2021-22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	4,29,525	2,08,771
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/INR Cr	96.32	57.49
Total Scope 3 emission intensity (optional) - the metric selected by the entity is (tCO ₂ e/Mn km)	tCO ₂ e/Mn km	168	105

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

No.

5. With respect to the ecologically sensitive areas reported at 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.

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

Refer Annexure 7: Conservation of Energy, Technology Absorption.

7. Does the entity have a business continuity and disaster management plan?

Yes.

Give details in 100 words/ web-link.

The MLL Business Continuity Plan (BCP) contains the information required to recover defined critical services in the event of a disaster or emergency. More than anything else, the BCP is a living document. It requires maintenance as the applications and technologies we deploy increase in sophistication and complexity. Continued changes in the scope and depth of services provided by MLL must be continually reflected in the contents of the BCP. Its design will reduce the confusion that is inevitable with a disaster or emergency and ensure necessary information and materials for recovery will be available. Identifying requirements and documenting roles and responsibilities before the disaster or emergency (and its confusion) occurs will provide organisational structure and well-defined teams throughout the recovery process. Establishing the priority of actions and events in advance improves decision-making processes and supports personnel who are quite possibly fulfilling unfamiliar roles in a challenging and uncertain environment. Additionally, it identifies anticipated activities that require advance knowledge and planning by MLL employees. This establishes realistic expectations and promotes the teamwork essential to a successful recovery process. A disaster or emergency is an unforeseen event, whether man-made or natural, that prevents normal operations and results in potentially ruinous damage to the business, personnel, unless corrective actions are taken. The plan is a guide to ensure the 'Business Continuity' of MLL and our customers' automated applications within documented guidelines by means of providing for emergency management and recovery strategies until critical services approaching normalcy are resumed. Purpose The primary purpose of this document is to provide pre-agreed actions for the employees of MLL to respond effectively in the event of a disaster or emergency. The main purpose of this document is to enable the Emergency Response Team to effectively respond to any of the identified or unidentified threats to our business. The responsibilities of the Management Team and other relevant sectional/departmental heads have been identified.

8. 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.

Transportation being the main activity of the business undertaken by MLL and working on the asset light model, i.e., it relies heavily on the value chain partners for the assets required for transportation and is very well aware of their contributions to climate change in the form of emissions. As a result, our value chain partners are undertaking initiatives like the incorporation of EVs in their fleets, fuel shift from diesel to CNG, and planting trees, among others.

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

- Business Associates are implementing sustainability-related projects at their facilities, which they share on a regular basis and that are in turn reported in our Internal BA Newsletter. These initiatives are also shared with other BAs during visits, with the objective of inspiring them undertake similar initiatives. However, no assessment for environmental impact was done for our partners.
- 23 BA are identified for the Sustainable Supplier Impact Programme for 2023-24 with the assistance of the United Nations Global Compact (UNGC) and Accenture.

PRINCIPLE 7 - BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

ESSENTIAL INDICATORS

1. a. Number of affiliations with trade and industry chambers/associations.

MLL has two important industry associations.

b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	International
2	CII Institute of Logistics - MOVE	National

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

None.

LEADERSHIP INDICATORS

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

MLL engages at national, regional, and local levels to drive innovation (Catapult-nurturing the start-up ecosystem), promote sustainable fuels, electrification, and a net zero emission agenda. To this end, we partner with relevant authorities, business organisations, technology industry associations, educational institutions, and cause-based organisations in India to build mutually beneficial partnerships.

PRINCIPLE 8 - BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

ESSENTIAL INDICATORS

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

Not applicable.

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

Not applicable.

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

MLL is well connected to the urban/rural communities in and around its operations. We have listening mechanisms where we understand the needs of the community and attempt to address them as per our CSR policy and management principles. We conduct thorough need assessments within our communities periodically, which helps us to design our programmes with better community outreach.

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

	2022-23	2021-22
Directly sourced from MSMEs/ small producers	32%	26%
Sourced directly from within the district and neighboring districts	100%	100%

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):**

Not applicable.

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

S. No.	State	Aspirational District	Amount spent (In INR)
1	Uttarakhand	Udham Singh Nagar	13,520

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

No. MLL has planned to develop a responsible supply chain management policy and deploy it across business verticals.

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

Not applicable

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

Not applicable

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

Not applicable, as the Company does not have any intellectual property owned or acquired (in the current financial year) based on traditional knowledge.

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.**

Not applicable.

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Building communities	89,959	100%
2	Sustainability	9,040 (no. of trees)	0%
3	Skill development	1,201	100%

* Women, girl child, differently-abled people, and LGBTQ+ communities are the main vulnerable groups identified.

PRINCIPLE 9 - BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

ESSENTIAL INDICATORS

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

Company is firmly focused on offering the best services to its customers and constantly endeavours to identify and address any area of concern and redress any grievance/complaint that may arise, on priority. All the customer complaints are captured in the and are tracked till a satisfactory resolution is provided to the customer. Control Tower manages and resolves customers queries and complaints in a timely manner and delivers consistent support. Control Tower has a dedicated helpdesk team for handling customer queries and complaints through channels like apps and over emails. Customer feedback and complaints can be addressed through e-mails to enquiries-ml@mahindra.com.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal.

Not applicable

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

There are no consumer complaints with respect to data privacy, advertising, cyber security, delivery of essential services, restrictive trade practices, and unfair trade practices.

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

Not applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes. MLL manages information security in conformance with the ISO 27001 standard.

If available, provide a web-link of the policy.

Not available in the public domain.

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.

We did not face any issues related to advertising, delivery of essential services, cyber security, and data privacy of customers. To ensure cyber safety for the organisation, we are maintaining a secure infrastructure to protect the confidentiality, integrity, and availability of business-critical data. This includes data security, application security, end-point security, network security, and perimeter security. We use advanced security tools and solutions like next-generation firewalls, border routers, IDS, IPS, anti-malware protection, DLP, encryption, and dual factor authentication, among others, at each layer to ensure highest level of security. This year's UEM programme was launched by M&M, which included the deployment of advanced security tools like DLP and endpoint security with EDR and MDR. Besides these security measures, we have taken initiative to raise cyber awareness among the end-users to make them understand the nature of cyber security threats, how threats can jeopardise organisational security, and what employees should do if they encounter a threat.

LEADERSHIP INDICATORS

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

Not applicable. Since the Company is not into the manufacturing of products, the aspects pertaining to product labelling are not applicable.

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

Not applicable. Since the Company is not into the manufacturing of products, the aspect of safe and responsible usage of products is not applicable.

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

Refer to Principle 6, Question 7 of Leadership indicators, in this report.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable)

Not applicable. Since the Company is not into the manufacturing of products, and aspects pertaining to product information display are not applicable.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

Nil

b. Percentage of data breaches involving personally identifiable information of customers

0