

Ref No.: EIL/SEC/2022-23/37

26th August, 2022

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|---|---|
| The Secretary The Calcutta Stock Exchange Limited 7 Lyons Range Kolkata - 700 001 CSE Scrip Code: 15060 & 10015060 | The Secretary BSE Limited Phiroze Jeejeebhoy Towers Dalal Street, Mumbai - 400 001 BSE Scrip Code: 500086 |
| The Secretary National Stock Exchange of India Limited Exchange Plaza, 5th Floor, Plot no. C/1, G Block Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051 NSE Symbol: EXIDEIND | - |

Dear Sir/Madam,

Sub: Submission of Business Responsibility & Sustainability Report (BRSR) FY 2021-22

Pursuant to Regulation 34(2) (f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 please find enclosed the Business Responsibility & Sustainability Report (BRSR) for the financial year ended 31st March 2022.

The Company has voluntarily prepared the “BRSR”, which is given as Annexure-II in the Annual report of the Company for FY 2021-22. The report is available on the website of the Company at www.exideindustries.com.

The same is for your information and kind records.

Thanking you.

Yours faithfully,
For Exide Industries Limited

JITENDRA
KUMAR
MOHAN LAL

Digitally signed by
JITENDRA KUMAR
MOHAN LAL
Date: 2022.08.26
15:02:01 +05'30'

Jitendra Kumar
Company Secretary and
President- Legal & Corporate Affairs
ACS No. 11159

Encl: As stated above

Annexure II

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

There has been a paradigm shift in how businesses are viewed in the present world. The pandemic has only catalysed this change. It has been time of reflection, and a growing realisation that we need to take greater care of each other, and the world around us.

Exide has shown remarkable ability to resist the upheaval caused by the pandemic and its subsequent waves. This is not only a testament to its resilience but, as a successful survivor and industry leader, it helps the Company lead the way in corporate social responsibility (CSR). In recent years, we have consistently worked to improve our Environmental, Social and Governance (ESG) programmes. The Board of Directors and the top management also regularly monitor and implement practices and policies associated with ESG to ensure due emphasis is given.

This Report on ESG captures the standards and initiatives taken by Exide. It encapsulates our ongoing efforts at being a responsible business entity. The Business Responsibility & Sustainability Reporting (BRSR) is a framework by which organisations employ quantifiable and measurable metrics to improve their benchmarking.

The Report outlines the information needed by the Securities and Exchange Board of India as per the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC). While BRSR is optional for financial year 2021-22, at Exide we have voluntarily opted to go beyond compliance and take proactive steps to contribute to the transformational change the country and the industry is going through. To that end, we have been publishing a Business Responsibility Report (BRR) since the financial year 2014-15.

SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

| | |
|--|--|
| 1. Corporate Identity Number (CIN) of the Company | L31402WB1947PLC014919 |
| 2. Name of the Company | Exide Industries Limited |
| 3. Year of incorporation | 1947 |
| 4. Registered office address | Exide House, 59E Chowringhee Road, Kolkata 700020, West Bengal, India |
| 5. Corporate address | Exide House, 59E Chowringhee Road, Kolkata 700020, West Bengal, India |
| 6. E-mail id | exideindustriesslimited@exide.co.in |
| 7. Telephone | 033 2303 3400 |
| 8. Website | www.exideindustries.com |
| 9. Financial Year reported | FY 2021 - 22 |
| 10. Name of the Stock Exchanges where shares are listed | National Stock Exchange of India Limited BSE Limited The Calcutta Stock Exchange Limited |
| 11. Paid-up Capital | ₹ 85 crore |
| 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Mr. Jitendra Kumar, Company Secretary & President (Legal & Corporate Affairs) 033 2302 3400 cosec@exide.co.in |
| 13. Reporting boundary | Standalone basis |

Products/services

14. Details of business activities (accounting for 90.00% of the turnover)

| Sl. No. | Description of Main Activity | Description of Business Activity | % of turnover of the Company |
|---------|---|--|------------------------------|
| 1 | Manufacture and sales of lead-acid batteries and accumulators | Electrical equipment, General Purpose and Special-purpose machinery and equipment, Transport equipment | 100.00% |

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

| Sl. No. | Product/Service | NIC Code | % of total Turnover contributed |
|---------|---|----------|---------------------------------|
| 1 | Manufacture of lead-acid batteries and accumulators | 31401 | 99.63% |

II. Operations

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

| Location | Number of plants | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National | 10 | 26 | 36 |
| International | Nil | 1 | 1 |

17. Markets served by the Company

| Locations | Number |
|--|--|
| a. Number of locations | |
| National (No. of States) | 37 (including Union Territories) |
| International (No. of Countries) | 60 |
| b. What is the contribution of exports as a percentage of the total turnover of the Company? | 9.00% on standalone basis |
| c. Types of customers | Users of automotive vehicles and tractors, UPS and inverters, automotive OEMs, industrial OEMs, institutional customers, Government /Non-Government entities, Indian Navy, export dealers and distributors |

III. Employees

18. Details as at the end of March 31, 2022:

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

| Sl. No. | Particulars | Total (A) | Male | | Female | |
|------------------|------------------------------|---------------|---------------|---------------|------------|--------------|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) |
| EMPLOYEES | | | | | | |
| 1. | Permanent (D) | 2,346 | 2,252 | 95.99% | 94 | 4.01% |
| 2. | Other than Permanent (E)* | 1,883 | 1,847 | 98.09% | 36 | 1.91% |
| 3. | Total employees (D+E) | 4,229 | 4,099 | 96.93% | 130 | 3.07% |
| WORKERS | | | | | | |
| 4. | Permanent (F) | 2,817 | 2,806 | 99.61% | 11 | 0.39% |
| 5. | Other than Permanent (G) | 11,014 | 10,906 | 99.02% | 108 | 0.98% |
| 6. | Total workers (F+G) | 13,831 | 13,712 | 99.14% | 119 | 0.86% |

* Employees who are hired through third-party manpower agencies and are deployed for sales, services and other back-office services are considered here.

b. Differently-abled employees and workers

| Sl. No. | Particulars | Total (A) | Male | | Female | |
|------------------------------------|--|-----------|-----------|----------------|---------|---------|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) |
| DIFFERENTLY ABLED EMPLOYEES | | | | | | |
| 1. | Permanent (D) | | | | | |
| 2. | Other than Permanent (E) | | | Nil | | |
| 3. | Total differently-abled employees (D+E) | | | | | |
| DIFFERENTLY ABLED WORKERS | | | | | | |
| 4. | Permanent (F) | 3 | 3 | 100.00% | | |
| 5. | Other than Permanent (G) | 9 | 9 | 100.00% | Nil | |
| 6. | Total differently-abled workers (F+G) | 12 | 12 | 100.00% | | |

19. Participation/Inclusion/Representation of women

| | Total (A) | No. and percentage of Females | |
|--------------------------|-----------|-------------------------------|---------|
| | | No. (B) | % (B/A) |
| Board of Directors | 9 | 1 | 11.11% |
| Key Management Personnel | 1 | Nil | Nil |

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

| | FY 2021-22 | | | FY2020-21 | | | FY2019-20 | | |
|---------------------|------------|--------|--------|-----------|--------|--------|-----------|--------|--------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 15.90% | 12.80% | 15.80% | 12.90% | 17.60% | 13.10% | 12.70% | 16.70% | 12.80% |
| Permanent Workers | 4.10% | Nil | 4.10% | 3.80% | Nil | 3.80% | 3.20% | Nil | 3.20% |

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

21. Name of holding/subsidiary/associate companies/joint ventures

| Sl. No. | Name of the holding/ subsidiary/ associate companies/ joint ventures (A) | Indicate whether holding/ subsidiary/ associate/ joint venture | % of shares held by the Company | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No) |
|---------|--|--|---------------------------------|---|
| 1 | Associated Battery Manufacturers (Ceylon) Limited (ABML), Sri Lanka | Subsidiary | 61.50% | Yes |
| 2 | Chloride Batteries S.E. Asia Pte Limited (CBSEA), Singapore | Subsidiary | 100.00% | Yes |
| 3 | Chloride International Limited (CIL), India | Subsidiary | 100.00% | Yes |
| 4 | Chloride Metals Limited (CML), India | Subsidiary | 100.00% | Yes |
| 5 | Chloride Power Systems & Solutions Limited (CPSSL), India | Subsidiary | 100.00% | Yes |
| 6 | CSE Solar Sunpark Maharashtra Private Ltd, India | Associate | 27.20% | Yes |
| 7 | CSE Solar Sunpark Tamil Nadu Private Ltd, India | Associate | 27.20% | Yes |
| 8 | Espex Batteries Limited (ESPEX), UK | Subsidiary | 100.00% | Yes |
| 9 | Exide Energy Solutions Limited (EESL), India | Subsidiary | 100.00% | Yes |
| 10 | Exide Leclanche Energy Private Limited (ELEPL), India | Subsidiary | 84.90% | Yes |

V. CSR Details

| | |
|--|--------------------------------|
| 22 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) | Yes |
| (ii) Turnover (in ₹) | ₹12,381.69 crore for FY2021-22 |
| (iii) Net worth (in ₹) | ₹10,605.58 crore for FY2021-22 |

VI. Transparency and Disclosure Compliances

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

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide weblink for grievance redressal policy)# | FY2021-22 | | | FY2020-21 | | Remarks |
|---|--|---|---|---------|---|---|---------|
| | | No. of complaints filed during the year | No. of complaints pending resolution at close of the year | Remarks | No. of complaints filed during the year | No. of complaints pending resolution at close of the year | |
| Shareholders* | Yes | 12 | Nil | | 22 | Nil | |
| Employees and workers | Yes | 2 | Nil | | Nil | Nil | |
| Customers** | Yes | 36 | 154 | | 55 | 180 | |
| Value Chain Partners | Yes | 523 | Nil | | 612 | Nil | |

*Shareholder complaints reported to the stock exchanges are considered here.

**Customer complaints lodged with State/National consumer forum relating to defect/deficiency in product/service are considered as complaints.

The Company has instituted a strong vigil/whistle-blowing mechanism through its Whistle Blower policy which extends to all stakeholders. The policy is available on the Company website under 'Governance policies' in the 'Investor' tab and can be accessed using the link below:

<https://docs.exideindustries.com/CorporateGovernance/7b3c1372-20a7-4bdd-9408-f771f86ed914.pdf>

24. Overview of the Company's business conduct, pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

| Sl. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity | Approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|--------------------------------|--|--|--|--|
| 1. | Energy and emission management | Opportunity and Risk | Exide's manufacturing processes involve significant energy consumption which also results in emissions. This presents risk as well as an opportunity for us. | <ul style="list-style-type: none"> Installation of energy-efficient machinery and equipment across our Plants Close monitoring and supervising the energy consumption at our Plants and taking remedial action, wherever required. | <ul style="list-style-type: none"> Reduces consumption through increased efficiency |

| Sl. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity | Approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|---|--|--|---|--|
| | | | <p>Opportunity Reduction in energy consumption and in turn reduction in emission through improved management at factories/offices has two-fold impact:</p> <ul style="list-style-type: none"> • Lower energy cost and enhanced competitiveness through optimum utilisation of resources • Reduce impact on the environment and community in which we operate. | <ul style="list-style-type: none"> • Focussed approach on avoiding wasteful consumption. • Conducting training and development programmes on energy-saving and emission-reduction practices to all stakeholders • Carrying out periodical internal and external energy audits • Increasing renewable energy (RE) consumption to reduce Scope 2 emissions • We have undertaken multiple targets under Energy management and GHG emission. Please refer page 22 onwards in our sustainability report | <ul style="list-style-type: none"> • Reduces the cost of operations in a sustainable manner and enhances Exide's competitiveness in the market. |
| 2. | Change in technology – Emerging penetration of Electric Vehicle (EV) business into our traditional lead-acid battery business | Opportunity and Risk | <p>Opportunity</p> <ul style="list-style-type: none"> • With increasing penetration of EV and disruption in the technological landscape, there is an immense opportunity to expand our business and boost our market position, particularly in transportation and industrial application, as a result of rising downstream industry demand. <p>Risk</p> <ul style="list-style-type: none"> • The emergence of alternate chemistry cells (ACC) where lead-acid batteries are replaced by lithium-ion and some other technology driven batteries poses risk to our traditional business in long run. | <p>The Company has taken necessary steps to grab this new opportunity by venturing into EV business through its two subsidiary companies. While anticipating the trend early on, Exide formed a subsidiary namely Exide Leclanche Energy Pvt. Ltd ('Nexcharge') in the year 2018, which is one of the leading companies in India to set-up state-of-the-art manufacturing facility for Lithium-ion battery pack and assembly at Prantij, Gujarat.</p> <p>Recently, Exide has formed a wholly-owned subsidiary company, Exide Energy Solutions Limited, for setting-up a multi-giga watt hour lithium-ion cell manufacturing facility in the state of Karnataka.</p> <p>We expect that our diversification into EV space at an early stage has provided us an early mover advantage in terms of establishing strong market presence and mitigate the risk to our traditional lead-acid business.</p> | <p>Governments and cities have introduced regulations and incentives to accelerate the shift to sustainable mobility and can be profitable.</p> |

| Sl. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity | Approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|---------|-------------------------------------|--|--|--|--|
| 3. | Social responsibility | Opportunity | <p>Opportunity</p> <ul style="list-style-type: none"> With targeted initiatives, the Company believes in empowering communities within its regions of operation. The Company focuses on five key pillars for socio-economic development: <ul style="list-style-type: none"> Health Education Empowerment Employability Environment | <ul style="list-style-type: none"> Undertaking developmental projects in the neighbourhood of all our factories and offices Undertaking CSR projects in and around five focussed areas identified by the Company. Following structured employee volunteering and engagement programmes relating to CSR projects undertaken by us. Track and disclose the impact CSR activities have on various marginalised sections of society | Helps in generating goodwill for the Company and create value for the stakeholders. |
| 4. | Talent - Employee Health and Safety | Opportunity and Risk | <p>Opportunity</p> <ul style="list-style-type: none"> Enhanced recruitment and training efficacy Better employee experience Reduction in cost of hiring Well-being of both employees and workers is promoted through workplace safety. Effective staff health and safety procedures enable us to reduce our downtime. <p>Risk</p> <ul style="list-style-type: none"> Our inability to ensure health and safety of our workers at our manufacturing facilities as well as at our offices will result in workers and employees losing faith in the Company which may dampen our brand reputation and may lead to financial implications. | <ul style="list-style-type: none"> Implemented a Leadership Behaviour Programme across the Company to nurture and retain talent Following a merit-based pay system Conduct employee engagement activities regularly Performance appraisal and incentives Continuous identification and monitoring of unsafe conditions for proper mitigation and timely counter measures Conduct safety training for all the workers | <ul style="list-style-type: none"> Increases overall productivity and reduces attrition. Will help develop core team of experts and reduces hiring cost. Overall improvement of health standards in the working place, thereby reducing the scope of injury to our employees and workers. This, in-turn, will increase operational efficiency of the Company. |

9. Does the Company have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.

A committee has been constituted, headed by Mr. Jitendra Kumar, President (Legal & Corporate Affairs) & Company Secretary to formulate, supervise and oversee matters pertaining to Sustainability. The committee comprises senior officials from various functions like manufacturing, EHS, HR, Finance, Risk management, Compliance, CSR, Energy management, TQM, and so on. The Risk Management Committee is represented at the Board by its Chairman, Mr. Surin Kapadia, who is also an Independent Director. It oversees ESG progress and risks in a periodical manner.

10. Details of review of NGRBCs by the Company:

| Subject for review | Indicate whether review provided below taken by Director/Committee of the Board/any other Committee (Y/N) | | | | | | | | | Frequency (Annually/Half yearly/Quarterly/Any other – please specify) | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | P | P | P | P | P | P | P | P | P | P | P | P | P | P | P | P | P | P |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 1 | 2 | 3 | 4 | 5 | 6 | 7* | 8 | 9 |
| Performance against above policies and follow up action | Y | Y | Y | Y | Y | Y | N | Y | Y | A | H | Q | A | A | Q | NA | Q | Q |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances | Y | Y | Y | Y | Y | Y | Y | Y | Y | Q | Q | Q | Q | Q | Q | NA | Q | Q |
| | | | | | | | | | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |

11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.

Certification bodies conduct annual audits for evaluating compliance against the requirement of Quality, Health and Environment, and Laboratory policy. Third-party audit for safety management is conducted for factories. Financial and regulatory audits are done by assigned auditing firm.

*The policy is in the draft stage; however, the Company works closely with various trade and industry associations. This could include industry representations to the government and/or regulators.

12. If answer to question (1) above is 'No' i.e. not all Principles are covered by a Policy, reasons to be stated: **Not applicable**

PRINCIPLE-WISE POLICIES

These policies have been developed based on best practices or as per regulatory requirements. Policies may include a combination of internal policies which are accessible to all internal stakeholders and external policies which are placed on the Company's website. For external policies available on Company's website, kindly access below links:

<https://www.exideindustries.com/investors/governance-policies.aspx>

<https://www.exideindustries.com/about/policies-certifications.aspx>

| | | |
|----|---|--|
| P1 | ETHICS AND TRANSPARENCY | <ul style="list-style-type: none"> - Vision and Mission Statement - The essence of this principle is embedded in the Company's vision, mission and core values statement - Code of Conduct for Employees - Code of Conduct for Board of Directors and Senior Management - Code of Conduct for Prevention of Insider Trading - Policy on Related Party Transaction - Whistle Blower Policy - Policy on determination of Materiality for Disclosures - Code of Practices and Procedures for Fair Disclosure of unpublished price sensitive information |
| P2 | PRODUCT RESPONSIBILITY | <ul style="list-style-type: none"> - Suppliers code of conduct - Product Responsibility Policy - Quality Policy - Laboratory Quality Policy - TPM Policy - Vendor Policy - Risk Management Policy |
| P3 | HUMAN RESOURCES | <ul style="list-style-type: none"> - Human Resource Policy - Sexual Harassment (POSH) Avoidance Redressal Policy - EHS Policy - Human Rights Policy - Whistle Blower Policy - Code of Conduct |
| P4 | RESPONSIVE TO STAKEHOLDERS PARTICULARLY THE MARGINALISED | <ul style="list-style-type: none"> - Dividend Distribution Policy - Risk Management Policy - CSR Policy - Sustainability Policy |
| P5 | RESPECT FOR HUMAN RIGHTS | <ul style="list-style-type: none"> - The Human Rights Policy is inclusive of Non-discrimination, Anti-harassment, Equal Opportunity or Hiring Policy, Forced Labour Policy, and Policy for Persons with Disability |
| P6 | ENVIRONMENT | <ul style="list-style-type: none"> - Sustainability Policy - Biodiversity Policy - CSR Policy |
| P7 | PUBLIC POLICY ADVOCACY | The policy is in the draft stage; however, the Company works closely with various trade and industry associations. This could include industry representations to the government and/ or regulators. |
| P8 | INCLUSIVE GROWTH | <ul style="list-style-type: none"> - CSR Policy - Sustainability Policy - Supplier Code of Conduct |

| | | |
|----|---------------------|--|
| P9 | CUSTOMER ENGAGEMENT | <ul style="list-style-type: none"> – Vision, Mission, and Core Value Statement – Customer Privacy Policy – IT Security Policy – Product Responsibility Policy – Quality Policy – Social Media Policy |
|----|---------------------|--|

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

While Exide's vision is to become a global powerhouse trusted by consumers, favoured by investors, and recognised for innovative products and solutions, it is imperative to the Company that it should achieve this through ethical means. Towards that end, Exide maintains the highest level of transparency and business integrity while driving the Company's vision. Subsequently, the Company has adopted one Code of Conduct for Directors and Senior Management Personnel and another Code of Conduct for employees that lays down the principles and standards governing the leadership team's actions. The Company upholds and ensures compliance to the said Code of Conduct and Ethics across its operations. The policies governing these subjects cover employees, vendors, and also subsidiaries of the Company.

The Company also has a vigil system defined by the Whistle Blower Policy that allows workers and stakeholders to report genuine concerns about unethical behaviour, whether actual or suspected, fraud, or violations of the Company's Code of Conduct. This includes any direct or indirect use of authority to obstruct whistle-blowers in doing his/her duties/functions, including making a further protected disclosure. The policy is overseen by the Chairman of the Audit Committee and the Company's Whistle Officer.

Exide recognises that it is accountable to the environment it operates in. Core values include responsible corporate citizenship whereby social and ecological sustainability is actively promoted and the organisation's adverse impact on current and future community is minimised. Exide not only meets, but also exceeds the expectations of local and global communities through open and inclusive stakeholder engagements.

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 | %age of persons in respective category covered by the awareness programmes |
|---|--|--|--|
| Board of Directors and Key Managerial personnel | | The Company's Board of Directors, Senior Management and the KMP's were involved during the year, inter alia, in discussing various topics ranging from industry development and its outlook, Indian and Global economy, ESG related topics, and participation in social initiatives undertaken by the Company. | |

| | |
|--|--|
| Employees, other than Board of Directors and KMPs Workers | <p>Employees and workers received access to a variety of online TQM (Total Quality Management) and Lean Management courses over the year, through Exide Learning Academy. <i>Exide One</i>, is a social collaboration tool that the Company has established for its workers to enable them to connect, collaborate, and communicate. Employees and workers can connect on a single platform through a variety of digital events, and the platform allows them to exchange information in real-time via blog postings.</p> <p>Several videos of the manufacturing process and products are also provided to all employees/ workers to familiarise and train themselves. This has helped employees during COVID to improve and develop skills.</p> <p>We are also planning to implement similar initiatives for our new joiners to acclimatise them better and faster with the Company's work environment, policies, products, manufacturing process, skill development and so on.</p> |
|--|--|

2. Details of fines /penalties/punishments/awards/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:

During the fiscal year under consideration, the Company faced no material fines, penalties, punishment, award, compounding fees or settlement amount in proceedings with regulators, law enforcement agencies or judicial institutions.

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

The Company has instituted a strong vigil/whistle blowing mechanism through its Whistle Blower policy which is also available on the Company website under 'Governance policies' in the 'Investor' tab at <https://docs.exideindustries.com/CorporateGovernance/7b3c1372-20a7-4bdd-9408-f771f86ed914.pdf>

Through this mechanism, all stakeholders are encouraged to report irregularities including bribery and corruption, as per the procedure prescribed in the policy. Further, the essence of this principle is also embedded in the Company's vision, mission and core values statements, which are available on the Company's website, <https://www.exideindustries.com/about/vision-mission.aspx>

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

Nil. No such disciplinary action was taken against any director, KMP, employees and worker by any law enforcement agency.

6. Details of complaints with regard to conflict of interest

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 conflict of interest.

Not Applicable

Leadership Indicators

1. 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 receives an annual declaration from all its Board members and KMP on the entities/firms they are interested in and ensures requisite approvals, as required under the statute and the Company's policies, before transacting with such entities/individuals.

In addition, Board committees are adequately represented by independent members. All committees meet the regulatory requirements for size and independence. Only non-conflicted members serve on the Audit committee, Nomination and Remuneration committees.

No material Related Party Transactions (RPTs) with entities associated with directors and senior executives were undertaken during the year. The Company did not have any related party transactions which could be prejudicial to the interests of minority shareholders.

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

Exide uses a variety of measures and checks to ensure sustainable management and sourcing of materials and services. These include supplier evaluations and screenings, audits, risk-based due diligence analyses and additional workshops with selected service providers. The goal is to ensure compliance with social standards and environmental regulations on one hand, and greater transparency in the supply chain on the other. The energy efficiency and eco-friendly measures undertaken by the Company are also mentioned on the batteries manufactured by us.

The Company recognises the need to reduce the risk of overconsumption of raw material supplies and the resulting environmental implications. It is fully committed to the objective of increasing the mix of recycled materials for better resource use, environmental impact mitigation, and contribution toward the promotion of a circular economy.

Essential Indicators

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

| Segment | FY2021-22 | FY2020-21 | Details of improvements in environmental and social impacts |
|---------|-----------|-----------|--|
| R&D | 66.78% | 68.06% | Our R&D division continuously strives to develop and provide green manufacturing solutions. The manufacturing processes are revisited for energy optimisation, while emitting minimal if not zero effluents. These would include modern fast-process technologies, leading to significantly more power-efficient and affordable end-products with longer life. In close consultation and joint development with in-house smelting units, the R&D engineers have been able to develop a superior grade of recycled lead, almost at par with primary lead. This will increase the share of recycled lead going forward. In addition, the R&D team is also working towards increasing the share of recycled plastic in packaging material. |
| Capex | 5.33% | 2.77% | |

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

Yes. To achieve sustainable business and meet the increasing performance expectations, Exide has a detailed vendor manual that articulates the processes and system for on-boarding of vendors, the Code of Conduct to be followed by the vendor, including their compliance to ESG commitments, and other roles and responsibilities of the vendors. As a part of the supplier onboarding process, we require supplier acceptance to the vendor manual. This ensures sustainable sourcing across our supplier base.

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

Exide is registered under the Battery Management and Handling rules 2010 (BMHR) and Plastic Waste Management Rules 2016, as amended from time to time. It has ensured fulfilment of its liability of collection and recycling under the extended producer responsibility of the said rules.

Lead and its alloys are key raw materials used in the manufacturing of the products. Since lead is classified as a hazardous material, the Company has set up its own lead recycling plants as a part of its backward integration strategy. These operate under a wholly-owned subsidiary, Chloride Metals Limited (CML). In addition to the recycling plants operational in Karnataka and Maharashtra, Exide has also set up a new recycling plant in West Bengal with state-of-the-art technology. These plants ensure environment-friendly processes and responsible waste management.

Through CML, Exide has an established process across various channels for the collection of used batteries from consumers. Plastic waste recovered from the used batteries is disposed off to plastic recyclers which is also a step towards a circular economy.

In addition, all manufacturing units are certified under the environmental management system ISO 14001. Consequently, a robust waste management system is in place on a pan-India basis, which ensures waste recycling for battery manufacturing.

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

Yes, the Company has a structured process to ensure the recycling of products and waste generated during the production process. Dealers collect spent batteries at the end of the product life from the customer. The plastic material is also gathered pan-India and recycled as per the norms of pollution control boards of respective states. The returns are filed as per the set frequency by the State Government.

EPR plan is applicable for the Company under Plastic Waste Management Rules (PWM). The Company is registered with CPCB (Central Pollution Control Board) under PWM and has submitted its collection plan. It has collaborated with a registered PRO (Producer Responsibility Organisation) for this purpose and complies with Exide's EPR obligations.

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

The Company encourages a collaborative work environment that promotes harmony, pride, and trust among colleagues. The senior management strives to ensure the health and well-being of employees while providing opportunities to grow and expand in their professional and personal lives.

For Exide, the primary focus has always been the welfare of its employees. Health and Safety Awareness sessions are conducted periodically for all employees. During the pandemic, employees and workers were provided medical and financial assistance to combat the crisis, whenever necessary. Vaccination camps were also organised for employees, workers, and their family members.

Apart from health and safety, Exide aims for the comprehensive well-being of its employees and workers including job satisfaction and soft skill development. With an objective to achieve and encourage problem-solving and collaboration, cross-functional

teams are set up, along with various training and development workshops/sessions, to deal with changing business dynamics. Additionally, regular pulse surveys are conducted in the automotive, industrial, and manufacturing divisions to address issues such as employee and worker happiness, communication, job role, and work environment.

Essential Indicators:

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

| Category | Total (A) | % of employees covered by | | | | | | | | | |
|----------------------------|--------------|---------------------------|----------------|--------------------|----------------|--------------------|---------|--------------------|-----------|---------------------|-----------|
| | | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day Care facilities | |
| | | Number (B) | % (B/A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/A) | Number (F) | % (F/A) |
| Permanent employees | | | | | | | | | | | |
| Male | 2,252 | 2,252 | 100.00% | 2,252 | 100.00% | – | – | NA | NA | NA | NA |
| Female | 94 | 94 | 100.00% | 94 | 100.00% | As per Statute | | NA | NA | NA | NA |
| Total | 2,346 | 2,346 | 100.00% | 2,346 | 100.00% | | | NA | NA | NA | NA |

For other than permanent employees, wellbeing is ensured through the third-party service providers as per Statute. The Company understands the importance of these well-being measures. At any point of time, the Company considers paternity leave on compassionate grounds.

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

| Category | Total (A) | % of employees covered by | | | | | | | | | |
|--------------------------|--------------|---------------------------|---------------|--------------------|---------|--------------------|---------|--------------------|-----------|---------------------|-----------|
| | | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day Care facilities | |
| | | Number (B) | % (B/A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/A) | Number (F) | % (F/A) |
| Permanent Workers | | | | | | | | | | | |
| Male | 2,806 | 2,806 | 100.00 | As per Statute | | – | – | NA | NA | NA | NA |
| Female | 11 | 11 | 100.00 | | | As per Statute | | NA | NA | NA | NA |
| Total | 2,817 | 2,817 | 100.00 | | | | | NA | NA | NA | NA |

For other than permanent workers the well-being is ensured through the third-party service providers as per Statute.

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

| Benefits | FY2021-22 | | | FY2020-21 | | |
|------------------------|--|--|--|--|--|--|
| | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF | 100.00% | 100.00% | Y | 100.00% | 100.00% | Y |
| Gratuity | 100.00% | 100.00% | Y | 100.00% | 100.00% | Y |
| ESI | NA | 100.00% | Y | NA | 100.00% | Y |
| Others- please specify | | | | | | |

Note: 100.00% coverage as per threshold limit eligibility in accordance with the Employees State Insurance Act, 1948.

3. Accessibility of workplaces

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

Yes. The premises/offices are accessible to differently-abled employees and workers.

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

The Company adopts fair employment practices and has formulated a policy on human rights that values diversity, promotes equal opportunity, and prevents intolerance or discrimination based on disability. Apart from promoting equality, the Company also provides differently-abled employees with a work environment that is supportive, inclusive, and ergonomic.

The said Policy is put up in offices and is accessible to the public on our website. <https://docs.exideindustries.com/pdf/policies-certifications/human-rights-policy.pdf>

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

The Company has an efficient workforce with an employee-friendly workplace. It has faced no disruptions in its functioning as it has been able to completely retain its top talent during the current financial year.

The Company understands the importance of well-being of employees and workers and on compassionate grounds considers paternity leaves as per employee/worker's need. This also helps in achieving a high retention rate.

| Gender | Permanent Employees | | Permanent Workers | |
|--------|---------------------|----------------|---------------------|----------------|
| | Return to work rate | Retention Rate | Return to work rate | Retention Rate |
| Male | NA | NA | NA | NA |
| Female | 100.00% | 100.00% | 100.00% | 100.00% |

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

| | Yes/No (If yes, then give details of the mechanism in brief) |
|--------------------------------|---|
| Permanent workers | |
| Other than permanent workers | Yes |
| Permanent employees | |
| Other than permanent employees | |

We have internal systems in place, where employees can express their grievances through various channels, including Whistle Blower Policy, POSH mechanism, and so on. We have an open-door policy whereby an employee can reach out to any other employee including the highest authority to encourage transparency, open communication, feedback, and discussion. This fosters resolutions proactively and swiftly.

Employees also have access to several forums where they can highlight matters or concerns faced at the workplace. Our employees and workers can directly approach the HR department with their grievances which include verbal and written grievances. The grievances are evaluated and resolved in a timely manner.

In the factories, the Company has a proactive grievance identification process. Periodically, a collective meeting is conducted with workers, feedback is taken, and any grievance is registered for subsequent action. At the regions, there are designated business HR partners to handle employee grievances. Depending on the nature of the issue and attributed factors of grievance, the HR department develops a resolution plan and assigns a Single Point of Contact (SPOC) for resolution. Upon completion of resolution action, the feedback is taken for satisfactory closure of grievance.

Weekly department and functional level interactions and feedback sessions are conducted with Third-Party service provider representatives and the HR team to resolve grievances, if any. We also have a robust Whistle Blower Policy to encourage employees to raise concerns against any suspected illegal activity.

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

| Category | FY2021-22 | | | FY2020-21 | | |
|---------------------------|---|--|------------|--|--|---------|
| | 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 | NA | NA | | NA | NA | |
| - Male | NA | NA | | NA | NA | |
| - Female | NA | NA | | NA | NA | |
| Total Permanent Workers | 2,817 | 2,748 | 97.55% | 2,770 | 2,701 | 97.51% |
| - Male | 2,806 | 2,747 | 97.89% | 2,759 | 2,700 | 97.86% |
| - Female | 11 | 1 | 9.09% | 11 | 1 | 9.09% |

8. Details of training given to employees and workers

The Company provides regular training to all its employees and workers on issues related to health and safety. It also makes them aware of the various skill upgradation techniques available. However, it is yet to record the number of training sessions provided. In the year under review, the Company was able to raise the coverage of its awareness programmes and is looking forward to increasing it even further. Regular seminars are organised by the Company, keeping the workforce updated and informed about industry trends and methodologies.

The HR team has developed online modules for providing information regarding the manufacturing process, product, quality, among others. Additionally, the Company provides specific training to the R&D department as well as to its high-performing employees at various prestigious institutions. The Company also places emphasis on skill development and cyber security training to the employees.

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

| Category | FY2021-22 | | | FY2020-21 | | |
|------------------|--------------|--------------|----------------|--------------|--------------|----------------|
| | Total (A) | No. (B) | % (B/A) | Total (C) | No. (D) | % (D/C) |
| Employees | | | | | | |
| Male | 2,252 | 2,252 | 100.00% | 2,288 | 2,288 | 100.00% |
| Female | 94 | 94 | 100.00% | 101 | 101 | 100.00% |
| Total | 2,346 | 2,346 | 100.00% | 2,389 | 2,389 | 100.00% |
| Workers | | | | | | |
| Male | 2,806 | 2,806 | 100.00% | 2,880 | 2,880 | 100.00% |
| Female | 11 | 11 | 100.00% | 11 | 11 | 100.00% |
| Total | 2,817 | 2,817 | 100.00% | 2,891 | 2,891 | 100.00% |

We are a people-driven organisation with a result-oriented approach. This implies that each team member is armed with all the necessary resources to achieve their respective targets. Performance reviews are conducted periodically depending on their functional responsibilities. Line managers and employees regularly review and discuss performance and development. Exide has *SAP Success Factors* as Performance Management System.

The Long-Term Settlement (LTS) and collective agreements are applicable to all workers. Workers are promoted to the officers' category, subject to vacancies and merit.

10. Health and safety management system:

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

Yes, the Company has implemented the ISO 45001 system at its manufacturing facilities and offices. At the Head Office, the Company has a Safety and Health Department to oversee organisation-wide initiatives. Evaluation and implementation of safety systems are monitored by Safety Committees at individual factories and offices. The Company conducts internal and external audits, which include EHS audits and audits by certification bodies, to assess the effectiveness of the systems. Updates related to the health and safety measures are also regularly shared with the senior management.

The Company has taken various measures to counter the risk to the safety and health of all its employees during the COVID-19 pandemic. A task force was established to adhere to and disseminate the Covid-19 guidelines issued by Central, State, and Local authorities from time to time. A committee was formed at each factory and regional office to help with the vaccination and hospitalisation of stakeholders impacted by the pandemic. The Company focused not only on the health and safety of employees but also on their family members.

The Company has formed a safety committee for all its offices. These committees conduct a meeting every month to discuss and review the safety and health aspects of employees in their respective offices. Safety induction training is conducted for all new recruits, whether permanent or contractual. Specialised training is also provided for certain work areas depending on the risk involved. For closer focus on process safety and to ensure wider participation, the Company has also designated 'Safety Champions' for each process.

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

The Company has a comprehensive Hazard Identification and Risk Assessment (HIRA) framework across its facilities. Each of the operational processes is scanned for potential hazards, their causes, consequences, and impacts. Existing controls are evaluated and modified, if necessary. Additional controls may be put in place depending on the risk level and priority.

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

The Company has a system in place to identify potentially harmful conditions at the workplace in a systematic manner. Each work area has a robust mechanism to track and resolve recognised hazards, and encourages employees to detect, report, and participate in minimisation of risk. Each factory has safety champions to report work-related hazards along with their resolution. Their reports are reviewed by the Management periodically.

Periodic safety audits are conducted by cross-functional teams to proactively identify and deal with workplace hazards. All incidences and near misses are investigated from the root causes and corrective actions are taken. To this end, suggestion boxes are kept to report near-miss cases.

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?

Yes. The Company provides additional healthcare benefits such as medical insurances to employees and their families, executive health check-ups, medical consultants and wellness support. It also has tie-ups with various empanelled hospitals, diagnostic centres and digital health platforms to extend support as and when required. Additionally, during the Covid-19 pandemic, the Company also supported its employees for any medical assistance/leaves and organised vaccination camps for employees and their families.

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

| Safety Incident /Number | Category | FY2021-22 | FY2020-21 |
|--|-----------|-----------|-----------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | Nil | Nil |
| | Workers | 0.2 | 0.45 |

| | | | |
|---|-----------|-----|------|
| Total recordable work-related injuries | Employees | Nil | Nil |
| | Workers | 0.2 | 0.45 |
| No. of fatalities | Employees | Nil | Nil |
| | Workers | Nil | Nil |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | Nil | Nil |
| | Workers | Nil | Nil |

The Company has ensured that the working space is free of hazardous practices and work-related accident risk and makes every effort to maintain the safe work environment. The Company has not recorded any fatalities in its workplace during the year under review.

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

The Company has a comprehensive framework for ensuring health and safety at the workplace. The organisation's safety structure features top managerial personnel and key programmes that are directly reviewed by the Senior Management. The Company has developed and implemented detailed guidelines for mandatory operators' training. The Company has also laid down procedures for evaluation and safety clearance before new operators are deployed at the workstation.

There are safety committees formed in offices and factories which mandatorily oversee the involvement, engagement, and commitments on safety measures. Internal safety audits are conducted on-site, besides external audits from certification bodies.

Corporate TQM and EHS teams also conduct audits for evaluating compliance and ensuring effectiveness and safety in the workplace.

13. Number of complaints on working conditions and health and safety made by employees and workers.

During the financial year, no complaints about working conditions or health and safety measures were received from employees or workers.

14. Assessments for the year

| | % of plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Health and safety practices | 100.00% |
| Working Conditions | 100.00% |

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

The Company strives to build and maintain a safe working environment for its employees and workers alike. It constantly creates awareness about various safety measures to be followed at workplace and encourages employees to report near-miss incidents. This enables it to strengthen its safety practices and policies. Some of the practices undertaken by the Company includes medical health check-ups, medical surveillance, proactive job rotation, engineering controls, mock drills and rewards and recognition schemes for reporting near-miss cases.

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

At Exide, we value all our stakeholders, and our efforts are directed to create a long-term cordial relationship with them. We aim to achieve and sustain outstanding levels of performance that meet or exceed the expectations of all stakeholders. The essence of this principle is embedded in the Company's vision, mission, and core values statement. These are fundamental to our existence and practiced in our processes, activities, and behaviour.

The Company has recognised and categorised its stakeholders as illustrated below:



Essential Indicators

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

The Company's operation has an inevitable impact on the community and the society in which it operates. It has categorised the stakeholder groups as internal and external (details of which are given in the above graphic) depending on the impact it creates on them.

- **Shareholders** play a significant role in the functioning of our entity, providing both financial and non-financial inputs.
- **Employees and workers** are vital stakeholders as they share our goal and are instrumental in helping us become industry leaders.
- **Dealers, distributors, vendors, suppliers, and alliance partners** are critical players that help us satisfy our logistical demands on schedule.
- **Communities** help us become better corporate citizens as we strive for their all round development.
- **Central, State, and Local Government and Various Statutory and Regulatory Bodies** are also salient stakeholders for the Company, as it is guided by the laws and regulations, helping in the ethical conduct of business, with transparency and accountability.

The detailed process of stakeholder identification and engagement is highlighted in the Sustainability Report <https://www.exideindustries.com/investors/annual-reports.aspx>.

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

Key stakeholder groups identified by the Company are listed below. We engage with the majority of them on an ongoing basis throughout the year. The frequency of the rest depends upon the nature of interaction and engagement terms the Company enjoys with them.

| Stakeholder Group | Whether identified as vulnerable & marginalised group (Yes/ No) | Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others) | Frequency of engagement (Annually, Half yearly, quarterly /others- please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|--|---|---|--|--|
| Shareholders | Yes | <ul style="list-style-type: none"> Physical and virtual meetings (AGM/EGM) E-mail Newspaper Pamphlets Advertisement Website | Annual/As per requirement | Financial and Non-financial Report sharing/Dividend/IEPF related matters, Sustainable performance, Stability and reputation |
| Employees and Workers | Yes | <ul style="list-style-type: none"> E-mail Meetings Digital platforms Notice board | As per requirement | Sharing Policies, Welfare Schemes, Appraisals, Career Development, Health & Safety, Learning & Development |
| Dealers and Distributors | Yes | <ul style="list-style-type: none"> E-mail Meetings Newspaper Pamphlets Digital platforms Advertisement | As per requirement | Sales plan, Sales meeting, Order, Payment, Grievances, Business value, Innovation |
| Vendors/suppliers and alliance partners | Yes | <ul style="list-style-type: none"> E-mail Meetings Digital platforms | As per requirement | Production plans, Invoices, Bill payments, Grievances, Long term relationship |
| Communities | Yes | <ul style="list-style-type: none"> Community meetings | As per requirement | Education, Health, Employability, Empowerment, Environment |
| Central, State and Local Governments and various Statutory and Regulatory Bodies | Yes | <ul style="list-style-type: none"> E-mail Meetings Websites | As per requirement | Notices, Show Cause Notice, Changes in local laws, Changes in regulation and other requirements, Good governance and compliance on topics such as Policy Advocacy, participating in National Forums, etc |

Principle 5: Business should respect and promote human rights

The Company has established a robust framework to effectively detect violations and handle resulting issues. Besides ensuring a respectful work culture, it also adheres to applicable laws including the Non-Discrimination and Human Rights policies. The Company has also amended policies and created new guidelines in the aftermath of Covid-19 which will enable better preparedness for contingencies.

These policies have been established and shared with all parties. Apart from abuses such as child or forced labour and human trafficking, topics specifically addressed are work hours, salaries, safe and healthy workplace, diversity and community relations. The policy is also conveyed to suppliers, and it is controlled by the business code of conduct, which all the Company's suppliers have signed. The link to these policies is provided below:

<https://docs.exideindustries.com/pdf/policies-certifications/human-rights-policy.pdf>

<https://docs.exideindustries.com/CorporateGovernance/7a1a97eb-64b1-4ce1-b599-ada0c66e5b04.pdf>

<https://docs.exideindustries.com/CorporateGovernance/68f34402-a1dc-4033-87ee-5941b79f8e73.pdf>

<https://docs.exideindustries.com/CorporateGovernance/aa613422-e3a9-42d9-abf9-d379cd5770b1.pdf>

Essential Indicators

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

At Exide all employees undergo a mandatory human rights awareness session before joining and as and when there is update in the policy. We also ensure that all the workers hired through third-party agencies are aware of the rights and practices that are upheld in Exide.

2. Details of minimum wages paid to employees and workers.

The Company ensures that every employee and worker is compensated fairly for the work they do. All categories of employees and workers have been paid more than or equal to the minimum wage in compliance with the Minimum Wage Policy. This ensures that 100.00% of the employees and workers are paid above the minimum wages.

3. Details of remuneration/salary/wages

| Gender | Male | | Female | |
|----------------------------------|--------|--|--------|--|
| | Number | Median remuneration/ salary/wages of respective category | Number | Median remuneration/ salary/wages of respective category |
| Board of Directors (BoD) # | 8 | 2,09,46,653 | 1 | 30,00,000* |
| Key Managerial Personnel (KMP) | 1 | 1,33,98,377 | Nil | Nil |
| Employees other than BoD and KMP | 2,247 | 9,11,964 | 94 | 9,79,427 |
| Workers | 2,759 | 5,56,800 | 11 | 4,47,600 |

*Remuneration of female board member pertain to commission paid to a Non-executive Independent Director.

Represents median remuneration paid to all executive as well as non-executive board members

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, the grievance cell is a cross-functional team aimed at monitoring and redressing all the grievances. The business human resource team manages the grievance at the front end. Also, the Company follows an open-door policy and has internal mechanisms in place through which an employee can raise grievances within senior management. The Whistle Blower Policy is in place for reporting concerns on unethical behaviour or violation of the Company's Code of Conduct or Ethics Policy. Such issues can be reported to the whistle officer through the dedicated email id- **ethics@exide.co.in**.

The Company follows the philosophy of respecting the dignity of all individuals. Prevention of Sexual Harassment (POSH) Committee is in place across the Regions, Corporate Offices and Factories.

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

The Company has a grievance handling mechanism for workers and employees. The Company's Whistle Blower policy is formulated to view and provide vigil mechanism for stakeholder, employees and workers to approach to the whistle officer to report any grievance. The policy allows Employees to report unethical behaviour, actual or suspected, fraud or violation of the Company's Code of conduct or ethics policy.

(For more details on grievance redressal, refer to principle 3, page 120).

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

The Company faced no complaints related to any of the mentioned issues, during the financial year 2021-22 and also the previous financial year 2020-21.

| | FY2021-22 | | | FY2020-21 | | |
|-----------------------------------|-----------------------|---|---------|-----------------------|---|---------|
| | Filed during the year | Pending resolution at the end of the year | Remarks | Filed during the year | Pending resolution at the end of the year | Remarks |
| Sexual Harassment | | | | | | |
| Discrimination at Workplace | | | | | | |
| Child Labour | | | | | | |
| Forced Labour/Involuntary Labour | | | | | | |
| Wages | | | | | | |
| Other Human rights-related Issues | | | | | | |

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

The Company encourages reporting and takes measures to prevent any adverse consequences to the complainant. The Company has a Sexual Harassment Avoidance Redressal policy in place, in accordance with which redressal committees have been formed at the apex, factory and regional levels. Detailed guidelines on reporting and redressal have also been laid by the Company. The Company's workforce has the right to register any grievance they face, irrespective of the magnitude of the problem.

Please refer the policy on Sexual Harassment Avoidance Redressal available on website of the Company at <https://docs.exideindustries.com/CorporateGovernance/68f34402-a1dc-4033-87ee-5941b79f8e73.pdf>

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

Yes.

9. Assessment for the year.

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

Note: Besides the Company's own assessment, the internal and external Auditors conduct assessments as per the Audit schedule. Assessments are also carried out by respective Government authorities from time to time.

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

Since there have been no issues as highlighted in Question 9, no corrective actions were required. To address the risks and concerns, the Company has created organisation-wide awareness of all aspects mentioned above. Interaction sessions for workers and management personnel are also leveraged for feedback. The Company has a mechanism in place for monitoring compliance so that any change in state policy regarding minimum wages is promptly evaluated and resolved.

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

Exide endeavours to conserve natural resources and provide a secure, fair and inclusive environment for the growth and prosperity of communities as well as the natural ecosystem. Rigorous environmental impact assessments are conducted through which the Company has identified focus areas for reducing any adverse impact on climate change parameters.

Responding to the concerns, the Company has developed a well-defined environmental and sustainability strategy and is diligently working to decrease Green House Gas (GHG) emissions. It has established an Energy Management Cell at the corporate level to drive energy-efficiency initiatives and minimise the effects on climate change by reducing emissions of GHG. Going a step further, the Company has developed a wide product pipeline to cater to the demand for solar energy and related projects, to bring renewables into the mainstream.

Exide has remained committed to increasing the use of green energy in its production operations. To that end, it has set up on-site as well as off-site group captive solar power plants. As a result of its focus on using Green energy at its operation, Exide has achieved an increase in the proportion of Renewable Energy (Solar) from 1% to 18% of total energy consumption in manufacturing operations within a span of 3 years. We plan to increase it further and take it to the level of 30% by 2030 as we progress towards our 'net zero' commitment.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity.

| Parameter | FY2021-22 | FY2020-21 |
|---|------------------|------------------|
| Total electricity consumption (from non-renewable sources) (A) (in Giga Joules) (GJ) | 13,77,715 | 11,82,898 |
| Total fuel consumption (B) (in GJ) | 4,52,732 | 3,80,299 |
| Energy consumption through other sources (Renewable (Solar) Energy consumption) (C) (in GJ) | 3,06,428 | 2,29,123 |
| Total energy consumption (A+B+C) (in GJ) | 21,36,875 | 17,92,320 |
| Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (in GJ/ ₹/ lakh) | 1.73 | 1.79 |

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency

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

No. Our manufacturing units are not covered by the PAT scheme.

3. Provide details of the following disclosures related to water.

| Parameter | FY2021-22 | FY2020-21 |
|---|------------------|------------------|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | Nil | Nil |
| (ii) Groundwater | 6,52,043 | 6,69,767 |
| (iii) Third-party water | 11,66,379 | 9,40,416 |
| (iv) Seawater / desalinated water | Nil | Nil |
| (v) Others | Nil | Nil |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 18,18,422 | 16,10,183 |
| Total volume of water consumption (in kilolitres) | 18,18,422 | 16,10,183 |
| Water intensity per rupee of turnover (Water consumed / turnover) (KL/ ₹ in Crore). | 146.86 | 160.37 |

*The above data pertains to our factories only. Water consumed / withdrawal at offices are not included in above list.

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

The Company has implemented Zero Liquid Discharge (ZLD) at its manufacturing locations in Ahmednagar and Hosur. Besides this, it has adequate water treatment systems across all manufacturing facilities to ensure compliance with applicable norms laid down by respective State Pollution Control Boards (SPCBs).

5. Please provide details of air emissions (other than GHG emissions) by the Company.

Details of air emissions (other than GHG emissions) will be made available in our Business Responsibility and Sustainability Report from FY 2022-23 onwards.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity.

| Parameter | Unit | FY2021-22 | FY2020-21 |
|---|---|-----------|-----------|
| Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | Metric tonnes of CO ₂ equivalent | 27,164 | 22,818 |
| 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) | Metric tonnes of CO ₂ equivalent | 3,85,760 | 3,31,211 |
| Total Scope 1 and Scope 2 emissions per rupee of turnover* | MT /₹ in Crore | 33.44 | 35.26 |

*The quantum emissions under Scope I & II increased in FY 2021-22 due to higher production volume. The intensity (MT /₹ Cr) of emission is reduced due to internal efficiencies.

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Yes. The Company has undertaken several measures to reduce its overall GHG emissions. The increased use of solar energy, efficient usage of machinery and equipment, and the reduction of air leakages are some of the initiatives taken in this direction. On-line systems for measurement and monitoring of energy consumption have been set up at the manufacturing units enabling corrective actions for deviations without delay.

Exide has developed products such as batteries for e-rickshaws, micro-hybrid cars, and solar inverter modules which reduce the carbon footprint at the user-end. It has increased its solar energy consumption to 18% in FY 2021-22 from 1% in FY 2018-19 through onsite rooftop installations as well as group captive power plants. It has also taken steps to increase solar energy generation capacity of captive power plants in Tamil Nadu and Maharashtra by 38% during FY 2022-23.

8. Provide details related to waste management by the Company.

| Parameter | FY2021-22 | FY2020-21 |
|--|--|---|
| Total Waste generated (in metric tonnes) | | |
| Plastic waste (A)* | Pre-consumer - 118.09 Post-consumer - 1206.46 | Pre-consumer - 80.07 Post-consumer - 1085.71 |
| | Total – 1324.55 | Total – 1165.78 |
| E-waste (B)** | 10.9 | 7.5 |
| Bio-medical waste (C)** | 0.04 | 0.06 |
| Other Hazardous Waste. Please specify, if any. (D)*** | 38,609 | 33,538 |
| Other Non-hazardous waste generated (E). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) | 8,460 | 6,930 |
| Total (A+B + C + D + E) | 48,404.49 | 41,641.34 |

| Parameter | FY2021-22 | FY2020-21 |
|--|-----------|-----------|
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) | | |
| Category of waste | | |
| (i) Recycled **** | 34,899 | 32,195 |
| For each category of waste generated, total waste disposed of through disposal method (in metric tonnes) | | |
| Category of waste | | |
| (i) Incineration | Nil | Nil |
| (ii) Landfilling ***** | 6,359 | 4,007 |
| (iii) Other disposal operations | Nil | Nil |
| (iv) Total | 6,359 | 4,007 |

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency.

* Plastic waste is as per EPR Compliance under PWM Rules – 2016 (as amended from time to time)

** E-waste, bio-medical waste and other hazardous and non-hazardous waste are as per actual quantities generated in the factories

*** Battery waste from factory processes is included in Hazardous Waste. Collection of used batteries for recycling lead is not included.

**** Quantity of Waste Recycled includes Hazardous Waste, Non Hazardous Waste, Plastic Waste and E- waste.

*****Landfill waste is mainly ETP sludge disposed at respective State PCB approved TSDF (Treatment Storage & Disposal Facility).

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

The Company has taken several measures to reduce the usage of hazardous and toxic chemicals in products and manufacturing processes. These include optimised product design, plastic content, storage and handling of hazardous material, and re-engineering of the process and use of less hazardous alternatives.

Efficient fume and dust extraction systems have been installed at the manufacturing units which are monitored and maintained for ensuring a safer workplace environment. Hazardous waste generated during the manufacturing process is disposed of in line with the guidelines of CPCB.

To facilitate meaningful utilisation of ETP sludge and thereby pursuing repurposing of waste, the Company has actively taken the initiative to use it in cement plants in its operations with approval from various PCBs.

For more details on waste management, please refer to the sustainability report.

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 and so on) where environmental approvals / clearances are required, please specify details in the following format.

| Sl. No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any. |
|---------|--------------------------------|--------------------|--|
| | | | Not Applicable |

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

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

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. The Company is compliant with the applicable laws pertaining to Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder.

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

| Sl. No. | Specify the law/regulation / guidelines which were not complied with | Provide details of the non-compliance | Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts | Corrective action taken, if any |
|----------------|--|---------------------------------------|---|---------------------------------|
| Not Applicable | | | | |

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

Exide is committed to driving change both through its business operations and at the grassroots level through education and public awareness.

The Company is represented on the governing bodies and several committees — both at the state and national levels — of Confederation of Indian Industry and the Bengal Chamber of Commerce and Industry. Through these forums, the Company actively participates in various issues concerning business and society. The Company is also a member of the following key industry associations: Society of Indian Automobile Manufacturers, Engineering Export Promotion Council of India, Indian Electrical and Electronics Manufacturers Association, and Indian Battery Manufacturers' Association.

Public awareness programmes on the responsible use and disposal of lead have also been organised in collaboration with various pollution control bodies and other groups. The Company has played an active part in developing regulations for the appropriate treatment and disposal of spent lead-acid batteries.

Essential Indicators

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

The Company has nine affiliations with trade and industry chambers/associations as highlighted in the table in point below.

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

| Sl No. | Name of the trade and industry chambers/associations | Reach of trade and industry chambers/ associations (State/ National) |
|--------|--|--|
| 1 | Bengal Chamber of Commerce and Industry | National |
| 2 | Confederation of Indian Industry | National |

| | | |
|---|---|----------|
| 3 | Engineering Export Promotion Council of India | National |
| 4 | Society of Indian Automobile Manufacturers | National |
| 5 | Indian Electrical and Electronics Manufacturers Association | National |
| 6 | Bombay Chamber of Commerce and Industry | National |
| 7 | Indian Battery Manufacturers' Association | National |
| 8 | Quality Circle Forum of India | National |
| 9 | Institute of Directors | National |

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

| Name of the authority | Brief of the case | Corrective action taken |
|-----------------------|-------------------|-------------------------|
| | Nil | |

Leadership Indicators

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

The Company during the year has advocated / advocating its views for the below two policies/rules –

- Advocacy for Draft Battery Waste Management Rules 2022:** The Ministry of Environment Forest and Climate Change (MoEFCC) has drawn up a draft policy for management of used batteries to replace the existing Battery Management and Handling Rules 2001 (as amended from time to time) and circulated it for comments by stakeholders. As a battery manufacturing Company and as a member of Indian Battery Manufacturers Association, the Company has put across the suggestions to the Ministry and the Central Pollution Control Board (CPCB) to make the policy robust, effective in taking care of the areas of concern while ensuring fair practices across all stakeholders in the value chain.
- Advocacy for Draft Renewable Energy Policy (2022-27):** The Government of West Bengal circulated the draft policy on Renewable Energy. With its plants at Shamnagar and Haldia, a major part of Exide's power consumption is in the state of West Bengal. The policy is therefore crucial to Exide's vision of reducing the carbon footprint. As a stakeholder, Exide has indicated certain areas of concern in the draft to the State Government, through The Bengal Chamber of Commerce and Industry, to which the Company is affiliated. Exide has also discussed the key issues with the higher officials of the concerned departments for refinement of the draft with a holistic view to encourage the stakeholders under the policy to come forward and fulfil the vision of the Government of West Bengal on renewable energy targets.

Principle 8: Businesses should promote inclusive growth and equitable development

Exide recognises that sustainable development is critical to inclusive growth and equitable development. The Company is committed to ensuring the overall and long-term development of the communities surrounding it. Community development projects are designed and implemented based on a need assessment conducted within the communities. Community engagement is ensured during project planning and implementation for greater accountability and inclusive growth. This approach fosters improved ownership and long-term growth even when the CSR initiative ceases to exist.

The Company is continuing to refine its CSR strategies in response to the pandemic and its ramifications through interventions that focus on supplementing healthcare facilities for communities, preventing learning loss in children, preventing livelihood loss by improving employability, enhancing resilience and capabilities of underserved individuals and environment action. The CSR activities are in line with the numerous global Sustainable Development Goals and are targeted at assisting individuals, families, and communities from less affluent backgrounds. The Company is continuously exploring opportunities to collaborate with communities around its operating regions, with a focus on solving the most pressing needs of the community. During the fiscal year 2021-22, Exide's community outreach programmes positively affected over 2.15 lakh lives.

Essential Indicators

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

Not applicable – The Company has not carried out any SIA for its projects during the year.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the Company.

The Company is not involved in the direct acquisition of land. All the land used is either given by the government or financial institutions.

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

The Company has regular interactions with panchayat bodies and other community members to discuss the aspirations and concerns of the local communities, not just relating to the impact of the Company's operations but also related to their overall well-being. Initiatives are then designed to address these aspirations and concerns as a part of our social commitment. The impact of such initiatives is assessed through surveys, questionnaires, and focused group discussions, which provide the opportunity to receive and redress grievances from the local community.

The Company focuses on the following five fundamental pillars of socio-economic development:

- Health
- Education
- Empowerment
- Employability
- Environment

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

The critical raw materials like lead, recycled lead, lead alloys, separators, plastics, etc . are available through specified suppliers and hence are sourced centrally by the Company. This constitutes around 80% of total procurement in value. The remaining 20% is sourced directly from within the local district and neighbouring districts.

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

With a legacy of 75 years, Exide has been able to gain a strong foothold in the market. The ability to forge deep connections with its consumers has enabled it to take a leading position in the industry. The Company also integrates the insights of its customers to enhance the design and development of its new products. It takes customer feedback pertaining to product experience, packaging, service support, and behaviour, among other factors, for continual improvement of its operations.

The core value statement of the Company, as highlighted below, also focuses on servicing the customer in a responsible manner:

CUSTOMER ORIENTATION

- We understand our customers (both external and internal).
- We understand that customer loyalty, retention, and market share gain is maximised through a clear focus on the needs and expectations of both existing and potential customers.
- Keeping in mind the competitive advantage, we anticipate and gather customers' needs and expectations and act in order to meet/exceed them through product and service quality.
- We build and maintain effective and proactive relationships with customers.

Apart from product development, the Company recognises customer care as an integral part of its organisational system. Exide Care outlets uphold certain service standards and provide comprehensive customer brand experience through a mix of bleeding-edge design, pleasant environment, service technology, and customer focus. The Company has established over 1,750 exclusive stores offering customers a stellar experience. Known as Exide Care, these flagship outlets are the pride of Exide and reinforce the Company's commitment to superior customer care and service. The Exide Care umbrella includes an on-demand battery service application that aims to end battery-related issues, whether it is for an automobiles or inverters.

Essential Indicators

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

The Company has a well-developed customer complaint resolution mechanism. These are customised by client-category such as users of automotive vehicles (2-wheelers, 3-wheelers, cars, commercial vehicles), home UPS users, OEMs, other institutional customers, and so on.

The Company caters to some of the leading automotive and industrial brands. Customer involvement and brand advocacy tactics have been implemented proactively by the Company. Door delivery service initiatives have been undertaken as flagship projects. This has made it easier to access services, reducing complaint response time in 101 sites to just a few hours. The Company has promoted its toll-free call centre contact number through its product labels and warranty cards.

A professional call centre facility evaluates, analyses, and creates fact-based reports of real-time complaint resolution for each of the locations. This allows the customer care team to take additional actions to cover any service shortfalls. Repeat complaints are noted in the system, and a thorough inquiry is carried out to both address the problems and examine the process.

OEMs and institutional customers are a well-developed market sector with high service quality and delivery expectations. The Company has specialist service personnel stationed at strategic locations across the country to provide the most effective assistance to customers' installations. In light of growing expectations, we have developed a technique for proactively detecting and treating the problem at the earliest possible stage.

The Company has a detailed feedback process for product performance and is evolving an online performance monitoring method to guarantee that customer values are optimised and the battery performs as expected. All concerns are investigated, and remedial action is taken to continuously improve the procedures.

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

| | As a percentage to total turnover |
|---|--|
| Environmental and social parameters relevant to the product | 100.00% |
| Safe and responsible usage | 100.00% |
| Recycling and/or safe disposal | 100.00% |

3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

Consumer complaints on data privacy, advertising, cybersecurity, provision of critical services, and unfair or restrictive business practices are negligible. Normal service requests from customers for battery replacements under warranty period is governed by our warranty policy and are not regarded as consumer complaints.

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

Nil

5. Does the Company have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web link of the policy.

Yes. Exide has striven to construct a comprehensive programmes that protects important assets, deters internal threats, and provides an active defence by continually analysing its network. To streamline its data governance vertical, the Company deployed a Master Data Governance (MDG) platform which is accessible to all employees of the Company.

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; recurrence of instances of product recalls; penalty/action taken by regulatory authorities on the safety of products/services.

Exide has the distinction of supplying its products to various essential downstream industries such as UPS, Railway and Telecom, and the Indian Navy. The Company is committed to social accountability, ensuring prioritisation and capacity reservation for uninterrupted supplies for essential verticals. During the pandemic, the Company operated its manufacturing facilities to meet the requirements of customers categorised under essential services with special permission.

The Company is committed to the privacy of customer data and information. To that end, it has implemented an IT Security strategy. Information assurance and cyber security are integrated, ensuring effective collaboration across the organisation.

The Company is not only focusing on technical controls but is also aiming for a holistic programme that protects its critical assets, an awareness programme to mitigate insider threats, and an active defence strategy by continuously analysing its networks. The ISO 27001:2013 certification the Company achieved in Information Security Management System is demonstrative of the Company's good security practices. It also helps in improving customer relationships, mitigating risks and eliminating weak points.

In addition, as a step towards proactive customer service, the Field Service Management (FSM) solution empowers technicians to boost customer satisfaction with mobile tools, artificial intelligence, machine learning, and the Internet of Things.

Leadership Indicators

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

Our product under our three key brands can be accessed through below links:

- Exide Industries : www.exideindustries.com
- SF Batteries : www.sfbatteries.in
- Dynex : www.dynexbattery.com

We also have after sale services website, www.exidecare.com which provides batteries services in India.

On behalf of the Board of Directors

Sd/-

Bharat D Shah

Chairman

DIN: 00136969

Sd/-

Subir Chakraborty

Managing Director & CEO

DIN: 00130864

Place: Mumbai
Date: May 05, 2022