

Business Responsibility Report

SECTION A- GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company	L25209PN1961PLC012046	
2.	Name of the Company	Bharat Forge Limited	
3.	Registered address	Mundhwa, Pune Cantonment, Pune – 411 036, Maharashtra, India	
4.	Website	www.bharatforge.com	
5.	E-mail id	secretarial@bharatforge.com	
6.	Financial Year reported	2018-19	
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	NIC Code	Description
		1.3440	Steel forging
		29301	Front Axle assembly and components
8.	List three key products/services that the Company manufactures/provides (as in balance sheet)	i) Steel Forgings ii) Finished Machined Crankshafts iii) Front Axles assembly and components	
9.	Total number of locations where business activity is undertaken by the Company (a) Number of International Locations (Provide details of major 5) (b) Number of National Locations	Germany, France, Sweden, United States and United Kingdom Registered Office: Mundhwa, Pune Cantonment, Pune – 411 036, Maharashtra, India Manufacturing locations: Pune, Satara, Baramati, Chakan Corporate Offices: Delhi, Noida, Hyderabad, Bengaluru, Jamshedpur, Kolkata, Chennai, Nellore and Mumbai	
10.	Markets served by the Company – Local/State/ National/International	India, North America (US, Canada and Mexico), South America (Brazil), European and Asia Pacific	

SECTION B- FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital (INR)	₹ 931.27 Million
2.	Total Turnover (INR)	₹ 65,199.90 Million
3.	Total profit after taxes (INR)	₹ 10,712.81 Million
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.37% of average net profit of the Company was spent towards Corporate Social Responsibility during the financial year 2018-19
5.	List of activities in which expenditure in 4 above has been incurred:	(i) Village development (ii) Water Harvesting (iii) Environment sustainability (iv) Sanitation of Schools (v) Health, Hygiene & Nutrition (Children & Women) (vi) Community Development (Women Empowerment) (vii) Promotion of Education (viii) Skill development initiatives (ix) Promotion of nationally recognized sports

SECTION C- OTHER DETAILS

1.	Does the Company have any Subsidiary Company/ Companies?	Yes, the Company has 20 (Twenty) direct and indirect subsidiary companies as on March 31, 2019.
2.	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).	Given the current size and scale of operations, subsidiary companies, as of now, are not engaged in BR initiatives process of the Company.
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	The other entities with which the Company does business with viz. suppliers, distributors, etc. are not directly included in the BR initiatives of the Company.

SECTION D- BR INFORMATION

1.	Details of Director/Directors responsible for BR: (a) Details of the Director/Director responsible for implementation of the BR policy/policies No. Particulars 1. DIN Number 2. Name 3. Designation	Details 00037678 Mr. G. K. Agarwal Deputy Managing Director
	(b) Details of the BR head No. Particulars 1. DIN Number (if applicable) 2. Name 3. Designation 4. Telephone number 5. e-mail id	Details 00037678 Mr. G. K. Agarwal Deputy Managing Director +91 20 6704 2448 gkagarwal@bharatforge.com

2. Principle-wise (as per NVGs) BR Policy

The Company's policies are in line with the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) which provides for the following (09) nine areas of Business Responsibility to be adopted by the organizations:-

Principle 1	Ethics, Transparency and Accountability	Principle 6	Environment
Principle 2	Products Sustainability	Principle 7	Public Policy
Principle 3	Employees' Well-being	Principle 8	Inclusive Growth
Principle 4	Stakeholder Engagement	Principle 9	Customer Relations
Principle 5	Human Rights		

a) Details of Compliances:

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for	Y	Y	Y	Y	Y The policy is embedded in the Company's Code of Conduct, Ethics and HR policies	Y	Y	Y	Y

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	NA	Y	Y	Y	Y
3.	Does the policy conform to any National / International standards? If yes, specify? (50 words)	Yes, the policies are in line with international standards such as ISO 9001:2015, IATF 16949:2016, ISO 14001:2015, ISO 27001, and meet National regulatory requirements such as the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. Also guidelines as per NVGs on social, environment and economic responsibility of business have been considered for formulation of some policies.								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	NA	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/Director/ Official to oversee the implementation of the policy?	These policies are administered and supervised by the management of the Company through a robust internal governance structure.								
6.	Indicate the link for the policy to be viewed online?	Policies on HR, ISO, CSR, Insider Trading, Related Party etc. are available on links such as: http://bflapp.bharatforge.com/hronline/Pages/CodeofConduct.aspx http://portal.bharatforge.com/default.aspx http://www.bharatforge.com/investors/policies.html								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	NA	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy / policies?	Y	Y	Y	Y	NA	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	NA	Y	Y	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The Policies on Quality, Safety and Health and Environment are subject to internal and external audits as part of certification process and ongoing periodic assessments. Other policies are periodically evaluated for their efficacy through Internal Audit mechanism.								

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)	-	-	-	-	-	-	-	-	-

GOVERNANCE RELATED TO BR

(a)	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	Annually
(b)	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	The Company has been publishing the BR Report as a part of its Annual Report from last 3 (three) years which can be viewed at: http://bharatforge.com/investors/company-reports/annual-reports.html

SECTION- E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

(a)	Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?	<p>The "Code of Conduct" of BFL provides guidelines and policies on ethics, bribery and corruption.</p> <p>This Code is applicable to all BFL Employees including Executive Directors within all sectors, regions, areas and functions.</p> <p>The reference to 'Employee' shall mean and include:</p> <p>(a) Employees</p> <p>(b) Consultants / Advisors, Retainers, Agents, Representatives etc. to the extent applicable.</p>
(b)	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	During the year under review, the Company has not received any complaints in connection with ethics, bribery or corruption.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

(a)	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	<p>Innovation has been the driving force behind our Company and is applied across every aspect of our business. Innovative application of latest technologies has helped the Company to develop critical, high value added products. We have strategically positioned our new businesses to support automotive industry in its transition towards more green and safe technologies. We have established Center of Light Weighting and E-Mobility businesses that will directly aid in reducing emissions as well as provide better alternate solution for emission free automotive industry.</p> <p>a. Light-Weighting Program</p> <p>The Company is working on introduction of innovative light-weighting concepts that can improve functional performance of vehicles, in terms of enhancing fuel efficiency and lowering emission levels. Front Axle Beam is one of the main parts of vehicle suspension system. The Company achieved about 9.5% weight reduction in Front Axle Beam by using high end FEA tools & our strong engineering database without affecting performance characteristics of Front Axle Beam. Both designs validated for stress and deflection levels and ensured that stress and deflection levels of optimized design are within acceptance limit.</p>
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The Company is also in the process of establishing a Center for Light Weight Technology (“the facility”) in Nellore, Andhra Pradesh. The facility will cater to High Pressure Al. & Mg. Die Castings, metal matrix composites, special foam hydroforming and Carbon fiber components to position the Company as a light weight solution provider gearing the automotive industry towards greener and safer alternatives. The facility will also manufacture highly complex thin walled structural castings, powertrain and Electric Vehicle components for next generation vehicle platforms, which will help customers meet stringent emission targets and make safer vehicles. The facility will have state-of-the-art exhaust treatment systems that reduces the overall carbon footprint of the plant. It also has auxiliary power via roof-top solar panel systems alongwith rain water harvesting systems.

b. Crankshaft design innovation

The major product Crankshaft is supposed to be the heart of engine and its balancing characteristics are the major contributor in the performance of engine. The Company worked closely with OEMs as a co-development partner and carried out design innovation of Crankshaft and achieved required balancing characteristics. Due to this innovation, Crankshaft balancing is achieved with very less number of drilling holes, forging quality and machinability was good resulting into less wastage of material.

Further, the Company has innovated design from bolted counterweight to integral counterweight design. This innovation design is validated for the various design acceptance criteria's i.e. balancing & bending deflection by using FEA software. This product innovation resulted into Light Weight Crankshaft (9% weight reduction) with improved engine reliability. With this design innovation, wastage of material during machining process is reduced.

c. E-Mobility

To actively drive Government of India's electrification target, the Company has strategically invested in two companies, engaged in manufacturing of electric two wheeler, three wheeler and commercial vehicle powertrain. These companies have capabilities to design and manufacture key electric vehicle components like power electronics, battery management system and motor controllers indigenously.

This will help the Company in building a complete e-Mobility ecosystem of vertically integrated value chain thereby resulting in significant cost savings and build better products with minimal time to market. Further, with the capabilities of designing and manufacturing low voltage and high voltage electric powertrain, the Company will be placed uniquely to supply systems for fully electric private and commercial mobility, thereby becoming a leading provider of green technology solutions.

(b)	<p>For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):</p> <p>(i) Reduction during sourcing / production/ distribution achieved since the previous year throughout the value chain?</p> <p>(ii) Reduction during usage by consumers (energy, water) has been achieved since the previous year?</p>	<p>For heat treatment operation, energy consumption is reduced around 10%.</p> <p>Weight reduction for components re-engineered have come down by 9% to 10%.</p>
(c)	<p>Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.</p>	<p>The Company's Supplier selection, assessment and evaluation process includes elements of Sustainability. This includes initial supplier survey, continuous risk assessments and audits. Also, there is communication to suppliers on BFL sustainability requirements and some of key suppliers like Steel suppliers, BFL has taken sign off on the same.</p>
(d)	<p>Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?</p> <p>If yes, what steps have been taken to improve their capacity and capability of local and small vendors?</p>	<p>Bharat Forge has a network of Medium Enterprises around its factory which complements our manufacturing capability. Quality of our final product depends on the capability of our inputs and therefore, due steps are taken to ensure quality of inputs received from Vendors by deploying our standard quality systems in their plant as well.</p> <p>The steps taken to improve the capability and capacity of local vendors include:</p> <ul style="list-style-type: none"> • Providing training & new BFL requirements communications through supplier meet. This is done for critical suppliers. • Critical suppliers being evaluated periodically based on their criticality and subsequent actions are taken for improvements. • Hand-holding the vendors for developing Quality Management Systems for improving the product quality, reducing the wastages and sustainable development. • Providing technical help to vendors for up-gradation of their equipment which has helped in enhancing the capacity and capability.
(e)	<p>Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.</p>	<p>As part of its endeavor of contributing towards reducing carbon footprint and ensuring sustainability across all operations, the Company focuses on various initiatives like:</p> <ul style="list-style-type: none"> • Company is sending 100% forging flash to steel mills for recycling. • 100% re-use of treated industrial effluent for processing. • 30% to 40% waste heat is recovered using regenerative burners resulting in reducing the fuel combustion. • 50% of recycled water from sewage treatment plant is used for maintenance of greenery in the Plant. • Implementation of rain water harvesting. • 100% of hazardous waste sent to authorized party. • Recycling of packing boxes. • For heat treatment process, use of oil has been replaced with natural gas. This has resulted in 25% reduction in carbon emission, 100% reduction in transportation cost and 100% electricity cost. • Waste generated monitoring & reduction started.

Principle 3: Businesses should promote the wellbeing of all employees

(a)	Please indicate the Total number of employees	4,711 (Officers + Bargainable + CMD + Executive Directors)			
(b)	Please indicate the Total number of employees hired on temporary/contractual/casual basis.	601 Trainees / 1,625 Contract Labour / 1,390 YIT /NEEAM			
(c)	Please indicate the Number of permanent women employees	46			
(d)	Please indicate the Number of permanent employees with disabilities	Nil			
(e)	Do you have an employee association that is recognized by management	Yes			
(f)	What percentage of your permanent employees is members of this recognized employee association?	Approximately, 35.19% of permanent employees are members of the recognized employee association			
(g)	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
		i)	Child labour/forced labour/involuntary labour	NIL	NIL
		ii)	Sexual harassment	NIL	NIL
		iii)	Discriminatory employment	NIL	NIL
(h)	What percentage of your above mentioned employees were given safety & skill upgradation training in the last year?	(i)	Permanent Employees	–	71.50%
		(ii)	Permanent Women Employees	–	75.00%
		(iii)	Casual/Temporary/Contractual Employees	–	92.00%
		(iv)	Employees with Disabilities	–	NIL

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

(a)	Has the company mapped its internal and external stakeholders? Yes/No	Yes, the principal stakeholders of the Company are its employees, shareholders, suppliers, customers, vendors, partners, government and regulatory authorities, trade union, associates, etc. These stakeholders are mapped in a structured manner through systematic communication platforms which helps us to understand the customer needs and the improvement opportunities for the Company in all prospects.
(b)	Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders	Yes, Company has identified marginalized and disadvantaged groups through need assessment in the nearby communities and the villages from 5 districts from Maharashtra. We work with the children from urban slums in education area to prevent dropping of school children. We provide vocational training to the rural youth and skills based trainings to the graduate engineers for their employability. For women empowerment we have special initiatives.
(c)	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.	The Company has always made special efforts for the people and communities residing in the nearby vicinity of the plant locations to enable them to improve their way of living. The Company is involved in diverse activities to create a positive social impact by helping the disadvantaged, vulnerable and marginalized communities. The Company's varied activity primarily focuses on health, education, sanitation and environment protection. The Company closely works with various NGOs, trusts, charitable societies, etc. to meet its aim of contributing towards the society at large for promotion and development of rural areas, deprived people and communities.

Principle 5: Businesses should respect and promote human rights

(a)	Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures / Suppliers/Contractors/NGOs/Others?	The Company does not have a stand-alone policy for human rights, however, the Company's internal policies on Code of Conduct, Ethics and CSR recognizes all the key aspects of human rights which lays down the acceptable behavior of the employees and provides for stringent disciplinary actions in case of violation of these policies.
(b)	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	During the year under review, the Company has not received any complaints from any stakeholders.

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

The Company believes in safeguarding the environment while executing its operations. The Company ensures to do business with the minimum environmental impact. The aim is of rational use of natural resources & reduced waste emissions.

(a)	Does the policy related to Principle 6 cover only the company or extends to the Group /Joint ventures / Suppliers /Contractors / NGOs/others	Yes, Company's environmental policy extends to its all interested parties which includes company employees, group companies, joint ventures, suppliers, contractors, NGOs, and others.
(b)	Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.	Yes, As part of its endeavor of contributing towards reducing carbon footprint and ensuring sustainability across all operations, the Company focuses on various initiatives like: using bio fuels, modern regenerative combustion technology, recycled water, reduced cycle waste & adoption of eco-friendly waste disposal, implementation of scientific tree plantation to reduce atmospheric pollution etc. in its manufacturing operations. These initiatives can be viewed at: https://www.bharatforge.com/sustainability
(c)	Does the company identify and assess potential environmental risks? Y/N	Yes, Environmental risks are covered in the Company's principles that are based on ISO-14001 standards. Every unit or plant implements the following: (i) EHS risks and opportunities; (ii) Identification and evaluation of EHS aspects and requirements; (iii) Legal obligations and other requirements; (iv) EHS emergency management; and (v) Environmental management programmes are taken at high risk areas. Once risks are identified, steps are taken to measure and mitigate these risks through EHS management system approach.
(d)	Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	Yes, the Company continues to work towards development and implementation of climate change mitigation project mainly through energy saving projects, water saving, waste reduction & CO2 reduction under sustainability development. However, we don't have any registration for Clean Development Mechanism projects.
(e)	Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	Yes, several initiatives on clean technology, energy efficiency, renewable energy and sustainability development has been done like Solar power activities are initiated. Initiative can be viewed on: https://www.bharatforge.com/sustainability
(f)	Are the Emissions/Wastes generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes, all emissions / waste generated are monitored daily / monthly / quarterly and ensured for within the permissible limit as per Maharashtra Pollution Control Board Consent norms.
(g)	Number of show cause / legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year	NIL

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

(a)	Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	<p>The Company is member of:</p> <ul style="list-style-type: none"> (i) Confederation of Indian Industry (CII); (ii) World Economic Forum (WEF); (iii) Federation of Indian Chambers of Commerce and Industry (FICCI); (iv) Mahratta Chamber of Commerce, Industry and Agriculture (MCCIA); and (v) Automotive Component Manufacturers Association of India (ACMA)
(b)	Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)	<p>From time to time, the Company has joined hands with these associations for the betterment and advancement of the society at large. The Company has contributed in the areas of:</p> <ul style="list-style-type: none"> (i) economic reforms (ii) corporate governance and transparency (iii) education and skill development (iv) women empowerment and child welfare (v) sanitation and hygiene and (vi) addressing issues pertaining to global warming, climate change, environment protection and pollution control.

Principle 8: Businesses should support inclusive growth and equitable development.

(a)	Does the company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.	<p>The details of the Projects undertaken by the Company are as under:</p> <p>1. Village development Project</p> <ul style="list-style-type: none"> (i) The Company with the help of different NGOs and by forming the cross functional teams, is closely involved in developing villages. Our vision is to develop 100 villages. As most of the population from remote villages are far away from the growth process and Bharat Forge is making sincere efforts to include them in the growth process by working on 5 major indicators – Water (for Drinking & Agriculture), Livelihood, Internal Roads, Health, Hygiene and Education. The impact of the work done is tangible and is generating trust in the villagers. (ii) We have built internal roads for easy accessibility wherever it was not possible for the local governance. (iii) The Company has done several Water Harvesting projects to help the Government initiative of Jalyukta Shivar Abhiyan in terms of increasing water capacity and availability of drinking water for the villagers. (iv) The Company provided nutritional supplement food to the children from remote villages and urban slums in order to fight malnutrition and also conducted health awareness camps and medical checkup for them. (v) Initially villagers use to keep their cattle in their small houses leading to various health hazards. To tackle this, we made separate sheds for the domestic animals to maintain cleanliness and hygiene. (vi) Livelihood - Our land levelling work provided farming opportunities to the villagers who never cultivated their land before. It has helped in increasing their family income.
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The project had helped in improving the quality of life of rural community.

2. Promotion of education

- i) The Company through Pratham Education Foundation, Pune (NGO) provides non formal education to 25,000 underprivileged children from the slum areas of Pune belonging to 22 communities between the age group of 6 to 14 years.
- ii) In association with Jnana Prabhodini, the Company provides special training and coaching to the underprivileged children under the Pradnya Vikas Programme.
- iii) The Company has started "Anubhav Shala" for the children from slum areas with an objective to develop their creativity and skills by introducing enhancement programs thereby helping in their holistic performance and development.
- iv) Bharat Forge Constructed 173 urinals & 101 WCs in 28 government schools and have made it functional for 6,804 school children. Ensured maintenance of the toilet since last 3 years. We have also done infrastructure developments in schools.
- v) We had organized Swachha Sunder Shala Competition in 134 Government Schools – Essay writing, rallies, drawing competition Schools from 5 districts of Maharashtra to inculcate the habits of cleanliness and beautification of schools. We also impart training to teachers to ensure quality education to children.
- vi) For higher education, we are supporting 30 engineering girl students from Vidhyarthi Sahayak Samittee and mentorship is provided to these students with the help of our technical team.
- vii) The Company supports 92 girls from the weaker section of society for their primary education through K. C. Mahindra Education Trust under Nanhi Kali Programme.

3. Skill development initiatives

- i) The Company runs an Industrial Training Institute (ITI) in Khed near Pune to promote employability of rural youth. The Company has also partnered with ITIs at Bhor and Malegaon from Pune for its infrastructure development and skill upgradation.
- ii) Changing Gears - Bharat Forge in association with CII has started this initiative to develop the soft skills of 90 Graduate Engineers from rural areas from College of Engineering, Pune to support them for employability.
- iii) Environment Sustenance - Tree Plantation Drive - We have planted 14,017 saplings at various locations in Maharashtra and also ensured their maintenance.

4. Women Empowerment

The Company runs three different community centers at Mundhwa, Hadapsar and Vadgaon Sheri for 900 women. Formed 4 Self Help groups of women and they are the vendors to our company.

5. Promotion of nationally recognized sports

The Company is sponsoring 7 players from Lakshya for different sports- Tennis, Badminton, Chess, Boxing, Go karting and Short gun shooter.

(b)	Are the programmes/projects undertaken through in-house team/own foundation / external NGO/government structures/any other organization?	The Company has separate in-house team for CSR activities to plan, implement, monitor and review various community development initiatives. The Company believes in a participatory approach towards implementing these initiatives and collaborates with NGOs, Government authorities/agencies to deliver the Programmes/ Projects. Pratham Education Foundation, Jnana Prabodhini, Pradnya Vikas Programme, Vidyarthi Sahayak Samiti, Pune, Lakshya Sports Institute, Pune, etc. are few of the key NGOs that the Company closely works.
(c)	Have you done any impact assessment of your initiative?	Yes, we have undertaken the impact assessment for most of our projects – i) Pratham Education Foundation Project, Pune has Pre, Mid and Post –test Evaluation of the children in order to measure the impact of our programmes. This is done with the help of our employees and the result is presented to the Company’s Board. ii) The placement of ITI students from ITI Khed, Pune is 100% and evaluation is done from time to time by conducting exams. iii) Our work of toilet construction under Sanitation of Schools is self-inspected by the Pune Municipal Commissioner and was appreciated by him and Education Cell from Pune Municipal Corporation and Zillah Parishad. iv) Water storage capacities have been increased where we have done water harvesting work and the record of the same is maintained. The villagers could increase their family income due to this and now have assurance of water even in summers.
(d)	What is your company’s direct contribution to community development projects - Amount in INR and the details of the projects undertaken	During the year, the Company has spent ₹ 107.63 Million towards various CSR activities. The project-wise details are provided in Annexure - G of Annual Report on CSR activities.
(e)	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	i) Village Development Project- The work done by Bharat Forge under Village Development Project in 69 villages from 5 districts of Maharashtra on five major indicators – Water (for Drinking & Agriculture), Livelihood, Internal Roads, Health, Hygiene and Education has helped to improve quality of life of the farmers. ii) The Company runs three Community Development Centers in three different areas namely Mundhwa, Hadapsar and Vadgaon Sheri, Pune. The beneficiaries are 900 women. Vocational Trainings and income generating activities for women like providing stitched uniforms and hand gloves for BFL requirement; Personality Development Programmes and various awareness sessions are conducted for the community women. iii) The Company is providing the non-formal education to 25,000 underprivileged children from 22 communities through Pratham Education Foundation, Pune initiative with the objective that “Every child is in the school and every Child learns” and the dropout rate is considerably decreased. iv) The Company has started “Anubhavshala” for the children from slum areas. It aims to develop children from deprived section of society with the objective of developing basic skills, creativity & awareness on Health & personal grooming of these 120 children. v) The seven players sponsored by Bharat Forge are doing well in their sports career.

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

(a)	What percentage of customer complaints/ consumer cases are pending as on the end of financial year?	<p>As on April 1, 2019, in case of :-</p> <p>Forged parts: 18 customer complaints were received and closed during the year. As per policy of the Company, after the corrective actions are implemented, the Company monitors the supplies for a minimum period of four months.</p> <p>Machined Parts: 66 complaints were received. Out of 66, actions are implemented for 64 complaints and are effectively closed. For remaining 2 complaints, corrective actions are already taken and the effectiveness of the same is under monitoring.</p>
(b)	Does the company display product information on the product label, over and above what is mandated as per local laws? Yes / No / N.A. / Remarks (additional information)	<p>Since the Company's products are OEM specific and as per OEM requirements, the Company displays product requirement on packaging as per the requirements of OEM and consistent with applicable laws.</p> <p>The typical information displayed on product includes details of manufacturer, heat code, process no. dispatch no., part no. etc.</p>
(c)	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.	No.
(d)	Did your company carry out any consumer Survey / consumer satisfaction trends?	<p>Customer response and customer satisfaction are one of the most important factors of any business. The Company engages with its customers at various platforms to understand their expectations.</p> <p>The Company obtains the customer feedback directly or referring to customer portal on monthly basis and compile the "Voice of Customer Report" to identify areas of concern reported. Accordingly, corrective measures have been planned and implemented. Customer Satisfaction trends are compiled, monitored and reviewed by top management at defined intervals for getting the directives for improvement.</p>