



## **MRF Principles of Sustainability and Responsible Business Conduct**

'MRF Principles of Sustainability and Responsible Business Conduct' is an elaboration of the Company's commitment towards Environment, Social and Governance ("ESG") aspects of its business. This has been formulated based on the guiding principles of National Guidelines on Responsible Business Conduct (NGRBC) of Government of India. These principles will be ingrained into all aspects of the Company's business and operations and employees are expected to abide by these whilst discharging their responsibilities.

### **1. ETHICS, TRANSPARENCY AND ACCOUNTABILITY**

MRF is committed to ensuring that its business is always conducted in all respects, according to ethical, professional and legal standards, which prevail in the industrial sector in which the Company conducts its normal business. The Company will endeavour to conduct its business in accordance with the applicable laws along with highest standards of business ethics with fairness and transparency.

Employees are expected to ensure that the interests of the Company are not adversely impacted on account of their personal interests/dealings and avoid engaging in unethical practices. All value chain partners dealing with the Company are expected to abide by this principle.

### **2. PRESERVATION OF ENVIRONMENT AND PRODUCT LIFECYCLE SUSTAINABILITY**

MRF believes that commitment to sustainable development is a key element of responsible corporate citizenship and therefore deserves to be accorded the highest priority. The Company is committed to progressively adopt best practices prevailing in industry in environmental matters (including resource-efficient processes and technologies) and will monitor the environmental effects of its manufacturing processes through measurable key performance indicators.

MRF will endeavour to incorporate environmental and safety consideration in its products covering its entire value chain from sourcing of raw material to manufacturing, distribution and disposal. MRF also believes in protecting the environment by promoting efficient use of resources and minimising wastage. The Company will also endeavour to use sustainably sourced inputs for manufacturing its products in tune with industry practice.



### **3. EMPLOYEE WELL BEING AND HUMAN RIGHTS**

MRF considers well-being of employees and fair workplace practices as an important element. The Company believes in providing safe and healthy working conditions along with fair wages. Employees are expected to follow safety practices and procedures and comply with the Company's health and safety norms. The company believes in creating a positive work atmosphere by effective communication, consultation and engagement with employees.

The Company reiterates its belief in the statutorily aligned principles of human rights and diversity that includes freedom of association, collective bargaining, equal opportunity and no child or forced labour. MRF is committed to providing a work environment free of any kind of inappropriate behaviour/harassment as well as employment opportunities based on merit.

MRF is also committed to the holistic growth of employees by motivating them to perform at the peak of their potential by imparting necessary guidance and training.

### **4. STAKEHOLDER ENGAGEMENT**

MRF will engage with various stakeholder groups (including investors, customers, suppliers, employees, community and policy makers) to address mutual concerns in a responsible manner.

MRF is committed to work with the value chain partners to achieve mutual business goals, based on the principles of fairness and respect. The Company also expects all its value chain partners to adhere to the same principles of Conduct that it follows (including with regard to environment, people and ethics).

### **5. RESPONSIBLE ADVOCACY**

MRF will work with policy makers to share industry perspective and expertise through industry and trade associations and other similar collective platforms so as to bring forth a positive influence on the society, industry and its various stakeholders.



## **6. INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**

MRF considers the impact of its operations on the communities where it operates and will also undertake appropriate initiatives (including Corporate Social Responsibility spending) for equitable development.

The Company will, within the limits set by competitive position, strive to procure inputs/services from Micro Small and Medium Enterprises.

## **7. CUSTOMER ENGAGEMENT**

MRF will strive to adopt customer-oriented processes for achieving customer satisfaction including maintaining privacy of their data. The Company will at all times endeavour to offer products that are most appropriate to the customers. The Company is committed to ensure that products supplied are as per stated quality and specifications, meet delivery commitments, inform in advance their inability to meet delivery commitments, whenever applicable, promptly respond to all queries, handle complaints in a fair manner and ensure that products comply with regulatory requirements including packaging, labelling and after sales service obligations and adopt fair standards of advertising and promotion.

## **8. MISCELLANEOUS**

The Board of Directors has authorised the Chairman and Managing Director to take necessary steps for ensuring the alignment and incorporation of ESG practices into the Company's business processes.

While making any investment, the Company shall consider the impact on the business, society and environment. All expenditure relating to Sustainability will follow regular budgeting and expenditure processes.

The interpretation and administration of this policy shall rest with the Chairman & Managing Director whose decision will be final and binding. The Chairman and Managing Director is also empowered to make any amendments to this Policy and lay down supplementary policies/procedures for effective implementation of the ESG and Sustainability goals of the Company.

In the event of any conflict between the provisions of this policy and any statutory enactment, the later will prevail.