
Vendor Management Policy

Popular Vehicles & Services Limited

1. Purpose

The purpose of this Vendor Management Policy is to establish a sustainable, ethical, and compliant framework for managing vendor relationships at **Popular Vehicles & Services Limited (PVSL)**. This policy ensures that all vendors align with the company's core values and the ESG (Environmental, Social, Governance) principles outlined under the **Business Responsibility and Sustainability Reporting (BRSR)** framework mandated by SEBI.

2. Scope

This policy applies to all external vendors and suppliers associated with Popular Vehicles & Services Limited and its group companies across:

- Automobile sales and service operations
- Spare parts and accessories supply
- IT infrastructure and digital services

3. Policy Objectives

- Promote sustainability and ESG compliance across the value chain
- Ensure transparency, fairness, and due diligence in vendor selection and evaluation
- Reduce ESG and operational risks from third-party engagements
- Foster long-term, ethical, and mutually beneficial partnerships with vendors

4. Governance & Responsibilities

The **Vendor Management Committee (VMC)** at PVSL shall oversee policy implementation. It comprises representatives from:

- Procurement and Supply Chain
- ESG & Sustainability Office
- Internal Audit & Compliance
- Legal Department
- Respective Business Unit Heads

5. Vendor Selection & Onboarding

5.1 Evaluation Criteria – Only for A Class Vendors

Vendors shall be assessed based on:

- Financial stability and industry reputation
- Legal and regulatory compliance (PAN, GST, PF/ESI registrations, etc.)
- Adherence to ESG principles:
 - Environmental: Energy use, emissions, waste handling
 - Social: Fair wages, working conditions, no child/forced labor
 - Governance: Ethical practices, anti-bribery, data protection

5.2 Due Diligence

Vendors must complete an **ESG Due Diligence Form** before onboarding. High-risk vendors (based on volume or criticality) may be subject to site audits or third-party assessments.

6. Vendor Code of Conduct

All vendors must sign the **Popular Vehicles Vendor Code of Conduct**, which includes:

- **Legal and Ethical Business Practices**
- **Respect for Human Rights**
- **Environmental Responsibility**
- **Health, Safety, and Well-being of Workers**
- **Prohibition of Discrimination and Harassment**
- **Data Security and Confidentiality**

7. Performance Monitoring

Vendor performance is reviewed at least **annually** or **quarterly** (for critical vendors), based on:

- Quality and timeliness of deliveries/services
- Responsiveness and issue resolution
- ESG compliance and audit findings
- Innovation and cost-effectiveness

A **Vendor Scorecard** will be maintained to document evaluations.

8. ESG Compliance & Risk Mitigation

Vendors failing to meet ESG standards will be:

- Notified with a **Corrective Action Plan (CAP)**

- Subject to monitoring within a defined timeline
- Suspended or blacklisted if non-compliance persists

Priority will be given to vendors with strong ESG credentials and certifications (e.g., ISO 14001, SA 8000, etc.)

9. Training & Capacity Building

PVSL will conduct **awareness programs** and share ESG best practices with key vendors, especially in the areas of:

- Waste management and recycling
- Safe and inclusive workplaces
- Energy-efficient processes
- Anti-corruption awareness

10. Grievance Redressal Mechanism

Vendors may report unethical practices, harassment, or policy violations through a dedicated channel:

 vendor.grievance@popularv.com

 **[Insert helpline if applicable]**

Reports are handled confidentially by the ESG & Compliance team.

11. Documentation & BRSR Reporting

All relevant documentation — including vendor declarations, audits, performance reviews, and grievances — shall be maintained digitally and integrated with PVSL's **annual BRSR disclosures**.

12. Policy Review

This policy shall be reviewed **annually** or earlier, based on:

- Updates to SEBI BRSR regulations
- Business expansion into new regions or verticals
- Material risk events or ESG incidents

13. Approval

This policy was approved by the **Board of Directors of Popular Vehicles & Services Limited** on **[Insert Date]**, and is effective from **[Insert Effective Date]**.

Annexures:

- **Annexure A** – Vendor ESG Self-Declaration Form
- **Annexure B** – Popular Vendor Code of Conduct
- **Annexure C** – Vendor Performance Scorecard Template
- **Annexure D** – Grievance Redressal SOP

Annexure A**Vendor ESG Self-Declaration Form****Popular Vehicles & Services Limited****Section 1: Vendor Information**

Field	Details
Vendor Name	
Registered Address	
Contact Person Name	
Contact Email & Phone	
Type of Business	Manufacturer / Distributor / Service Provider / Other (Specify)
GST Number	
PAN Number	
Date of Establishment	
Total Number of Employees	

Section 2: Environmental Responsibility

Please tick (✓) the appropriate boxes and provide supporting documents wherever applicable.

Statement	Yes	No	Remarks
We have an Environmental Policy in place.	<input type="checkbox"/>	<input type="checkbox"/>	
We measure and manage our energy consumption.	<input type="checkbox"/>	<input type="checkbox"/>	
We monitor and reduce water consumption.	<input type="checkbox"/>	<input type="checkbox"/>	
We manage and segregate waste responsibly.	<input type="checkbox"/>	<input type="checkbox"/>	

Statement	Yes	No	Remarks
We comply with all applicable environmental laws.	<input type="checkbox"/>	<input type="checkbox"/>	
We use recyclable or eco-friendly materials in our operations.	<input type="checkbox"/>	<input type="checkbox"/>	

Section 3: Social Responsibility

Statement	Yes	No	Remarks
We do not employ child labor or forced labor.	<input type="checkbox"/>	<input type="checkbox"/>	
We pay all statutory wages and benefits to employees.	<input type="checkbox"/>	<input type="checkbox"/>	
We provide safe and hygienic working conditions.	<input type="checkbox"/>	<input type="checkbox"/>	
We have a grievance redressal system for employees.	<input type="checkbox"/>	<input type="checkbox"/>	
We do not discriminate based on gender, caste, religion, or disability.	<input type="checkbox"/>	<input type="checkbox"/>	
We comply with applicable labor laws and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	

Section 4: Governance and Ethics

Statement	Yes	No	Remarks
We have a Code of Conduct or Ethics Policy.	<input type="checkbox"/>	<input type="checkbox"/>	
We have measures to prevent bribery and corruption.	<input type="checkbox"/>	<input type="checkbox"/>	
We maintain transparent financial and operational records.	<input type="checkbox"/>	<input type="checkbox"/>	
We have data privacy and cybersecurity safeguards.	<input type="checkbox"/>	<input type="checkbox"/>	
We comply with applicable legal and regulatory requirements.	<input type="checkbox"/>	<input type="checkbox"/>	

Section 5: Declarations

- I/We certify that the information provided above is true and correct to the best of our knowledge.
- We understand that any false information may result in disqualification or termination of the vendor relationship.
- We agree to comply with Popular Vehicles & Services Limited's Vendor Code of Conduct and ESG expectations.

Authorized Signatory

Name: _____
 Designation: _____

Signature: _____

Date: _____

Company Seal:

Annexure B – Vendor Code of Conduct

Popular Vehicles & Services Limited

1. Purpose

This Vendor Code of Conduct sets out the minimum standards expected of all vendors, suppliers, service providers, and subcontractors working with **Popular Vehicles & Services Limited (PVSL)**. It reflects our commitment to ethical business, environmental responsibility, and respect for human rights.

2. Scope

This Code applies to all third-party entities involved in supplying goods or services to PVSL, including sub-contractors and affiliates.

3. Code of Conduct Requirements

3.1 Compliance with Laws

Vendors must comply with all applicable local, state, national, and international laws and regulations.

3.2 Human Rights and Labor Standards

- No child labor (below 18 years)
- No forced, bonded, or involuntary labor
- Fair wages and statutory benefits
- Non-discrimination in hiring, promotion, and compensation
- Safe and healthy working conditions

3.3 Environmental Responsibility

- Minimize emissions, energy, and water usage
- Manage waste safely and responsibly
- Comply with environmental regulations
- Use of sustainable raw materials, where feasible

3.4 Business Integrity

- Zero tolerance for corruption, bribery, or unethical practices
- Maintain accurate financial records
- Avoid conflicts of interest
- Do not offer or accept gifts or favors that could influence business decisions

3.5 Data Privacy & Confidentiality

- Vendors must safeguard PVSL's proprietary data
- Comply with data protection laws (e.g., IT Act, GDPR if applicable)

4. Monitoring and Enforcement

PVSL reserves the right to audit vendor practices and terminate contracts for non-compliance. Vendors are encouraged to report violations to the **Vendor Grievance Mechanism**.

Vendor Acknowledgment

By signing below, the vendor agrees to abide by this Code.

Signature: _____
Name: _____
Designation: _____
Company: _____
Date: _____

Annexure C – Vendor Performance Scorecard Template

Popular Vehicles & Services Limited

Category	Evaluation Parameter	Score (1- 5)	Remarks
1. Quality	Product/service quality, compliance with specs		
2. Delivery	On-time delivery, adherence to timelines		

Category	Evaluation Parameter	Score (1-5)	Remarks
3. Pricing & Cost Efficiency	Cost competitiveness, value-for-money		
4. Communication	Responsiveness, issue resolution		
5. ESG Compliance	Adherence to environmental and labor standards		
6. Documentation & Audit	Accuracy and availability of reports/invoices		
7. Innovation/Improvement	Suggestions or improvements offered		

Scoring Guide:

1 = Poor | 2 = Fair | 3 = Average | 4 = Good | 5 = Excellent

Evaluator Name: _____

Department: _____

Date: _____

Annexure D – Vendor Grievance Redressal SOP

Popular Vehicles & Services Limited

1. Purpose

This Standard Operating Procedure (SOP) ensures that vendors can raise concerns or grievances in a safe, confidential, and effective manner.

2. Types of Grievances Covered

- Unethical behaviour or harassment
- Delays in payment
- Disputes regarding contract terms
- Discrimination or misconduct by PVSL staff
- ESG-related violations

3. Grievance Channels

Vendors may report grievances via:

-  Email: **vendor.grievance@popularv.com**

-  Helpline: [Insert Number if applicable]
-  Physical Mail: Compliance Department, Popular Vehicles & Services Ltd., [Office Address]

4. Investigation Process

Step	Timeline	Responsible
Acknowledge complaint	Within 2 working days	Vendor Compliance Officer
Investigate issue	Within 10 working days	Cross-functional committee
Resolution/Closure	Within 15 working days	ESG/Legal Team

5. Confidentiality & Protection

- All grievances will be handled confidentially
- Whistleblowers and complainants will be protected from retaliation

6. Escalation

If not satisfied, vendors may escalate to the **ESG Steering Committee** at:
 esg.committee@popularv.com
